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THE DESIGN AND IMPLEMENTATION OF  
A PUBLIC RELATIONS PROGRAM IN SUPPORT  
OF THE COMPOSITE HEALTH CARE SYSTEM  
AT IRELAND ARMY COMMUNITY HOSPITAL,  
FORT KNOX, KENTUCKY

A Graduate Research Project

Submitted to the Faculty of

Baylor University

In Partial Fulfillment of the

Requirements for the Degree

of

Master of Health Administration

by

Captain Charles M. McGibony, MS

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CHAPTER I  
INTRODUCTION

Conditions Which Promoted The Study

Today's health care industry has become increasingly more automated in the area of information management. In the past, automation in Department of Defense health care facilities has been a piecemeal, fragmented effort without any apparent centralized coordination. This has resulted in the armed services procuring and implementing separate, independent automated systems. Even within health care facilities of the same service, commonality was the exception rather than the rule. The Department of the Army has implemented some Army-wide systems in such areas as quality assurance, workload accountability, and personnel management. Other areas of automation in the clinical services area have been established independently at the individual facilities. This type of automated system management has severely limited data interface within the separate medical facilities, between hospitals within the same service, and especially between the Medical Departments within the Department of Defense. Congress has recognized the Department of Defense's need to acquire "...automated medical information systems for use in its military medical facilities" (Senate Appropriations Committee 1987, p. 152). This requirement was recognized and defined as the Composite Health Care System (CHCS). The objectives of CHCS were to: 1) improve the quality of patient care, 2) increase the efficiency of operations, 3) enhance the accuracy and availability of information, and 4) provide standardized, yet flexible, computer support of essential facility operations (TRIMIS Program Office, 1986).

Implementation of the Composite Health Care System has been delayed over the past few years largely due to congressionally mandated alterations in the acquisition policy (Senate Appropriations Committee, 1987). This point was emphasized by the Assistant Secretary of Defense for Health Affairs who stated in testimony before the Manpower and Personnel Subcommittee:

We are rapidly approaching the point at which the needs of our health care beneficiaries and providers have been subsumed by the costly tests and delays in the implementation of this system. These inure solely to the benefit of competitors for the project in the computer industry. We are conducting a fair and open competition, and it is time to get on with it. (Senate Appropriations Committee, 1987, p. 152).

The Senate Appropriations Committee supported these remarks and directed "... that the Secretary of Defense expeditiously undertake the completion of any remaining necessary development, testing, and evaluation of competing systems and to acquire such system or systems as will most effectively meet the needs of the military medical system" (Senate Appropriation Committee, 1987, p.152). Oversight of this project within the Department of Defense has been delegated to the Defense Management Systems Support Center and the Tri-Service Medical Information Systems (TRIMIS) Program Office (TRIMIS Program Office, 1986).

The Department of Defense, through a competitive procurement, awarded contracts to four teams of contractors to design, develop, install, operate, and maintain the Composite Health Care System. The contractor teams were headed by McDonnell-Douglas Health Information Systems Company,



Technicon Data Systems Corporation, Travenol Healthcare Information Services, and Science Applications International Corporation. The contractors were selected based on technical approach, corporate experience, personnel, contract management, and life cycle cost (TRIMIS Program Office, 1986). The contractors are competing for the right to implement their system throughout the more than 700 Department of Defense medical treatment facilities worldwide (TRIMIS Program Office, 1986). An operational test phase for the contractors' version of the Composite Health Care System has been scheduled to run from February 1987 to November 1987. The final contract award has been set for March 1988. The long range Army plan has called for installation of the Composite Health Care System at Beta sites in CONUS and overseas beginning in June 1988. Subsequent deployment to other Army medical treatment facilities has been scheduled from August 1989 to August 1992 (Appendix A) (TRIMIS-Army, 1987).

In order to evaluate their systems, the contractors were designated separate but similar military medical treatment facilities. Test sites were selected based upon the size of the medical treatment facility, the size and type of patient population supported, and the range of medical services provided (TRIMIS Program Office, 1986). The operational test site selected for McDonnell-Douglas was Camp Lajune Marine Base, North Carolina; Technicon's site was Charleston Naval Base, South Carolina; and Travenol's site was Sheppard Air Force Base, Texas. By September 1987, Technicon had withdrawn from the competition, leaving only three contractors.

Ireland Army Community Hospital, Fort Knox, Kentucky, was notified by Headquarters, U.S. Army Health Services Command on 28 October 1986 that the

hospital had been selected as a demonstration site to perform an operational test of the Composite Health Care System. Ireland Army Community Hospital was built as a ten-story structure that consisted of 490,000 square feet and a 500-bed capacity. The facility was formally dedicated on 1 April 1957. A construction project to upgrade and expand the facility was completed in 1980. In addition to the main hospital structure, five outlying troop medical clinics are operated on Fort Knox and are included in the operational test of the Composite Health Care System. The following workload was programmed for Ireland Army Community Hospital during Fiscal Year 1987:

TABLE 1

Ireland Army Community Hospital Programmed Workload - FY87

Operating Beds	178
Operating Bassinets	17
Total Operating Beds	195
Daily Bed Occupancy	155
Daily Admissions	32.3
Daily Live Births	3.3
Daily Clinic Visits	1570
Radiology Monthly Procedures	953
Pharmacy Monthly Procedures	2975
Laboratory Monthly Procedures	16095

The civilian contractor selected for the CHCS operational test at Fort Knox was the Science Applications International Corporation (SAIC), an employee owned, half-billion dollar per year corporation with over 7,000 employees. SAIC had a ten-year history of health services research and

specialized in developing automated systems for Department of Defense applications. SAIC headed a team of contractors that included Digital Equipment Corporation (computer hardware), American Telephone and Telegraph (communications), and DI-STAR Medical Systems Corporation (health care software) (SAIC, 1987), (Appendix B).

SAIC incorporated software written in the MUMPS (Massachusetts General Hospital Multi-Programming System) programming language. The MUMPS language was selected for exclusive use in over 160 Veterans Administration hospitals nationwide based on Congressional mandate (Hoehl and Kuenigsberg, 1987). More than fifty percent of the commercial medical facilities have chosen the MUMPS language (SAIC, 1987).

The operational test phase has allowed SAIC and the other contractors to see how their software and hardware work under conditions of real patient care services. The services directly affected by the test included: patient administration, patient appointment scheduling, laboratory services, radiology, nursing, clinical dietetics, pharmacy, and medical information system management (SAIC, 1987). A functionality overview of these services can be found in Appendix C. The outpatient pharmacy was the only operational area as of 1 October 1987. Other services will be phased in throughout the remainder of the hospital during the October 1987 to February 1988 timeframe. Once fully implemented, CHCS will drastically change the way health care has been delivered throughout the facility. Patients should experience less waiting because of enhanced management of health care resources. For example, prescription orders will be delivered electronically from the clinics and the wards directly to the pharmacy; thus, reducing processing time and hopefully having prescriptions ready for

pickup when the patient arrives. The amount of paper will be reduced for patients and staff as more information can be entered directly by keyboard and less by manual methods. Additionally, patients should need to visit fewer offices within the hospital once various activities, such as inpatient registration, patient records access, and laboratory requests, can be accomplished from most locations in the hospital and the troop medical clinics.

The full implementation of the Composite Health Care System will consolidate and expand the automated capability of Ireland Army Community Hospital. This has indeed been a unique opportunity for the hospital to upgrade its operation. The technological change had to be implemented within a relatively short amount of time. The Commander and Deputy Commander for Administration recognized the need to keep the hospital staff, patients, and local community informed of these rapid changes and decided to incorporate public relations as an integral part of the implementation of the Composite Health Care System at Ireland Army Community Hospital. The scope of this study was to establish an effective public relations program in support of the Composite Health Care System within the financial and personnel constraints of the hospital.

#### Statement of the Research Question

To design and implement a public relations program in support of the Composite Health Care System at Ireland Army Community Hospital, Fort Knox, Kentucky.

#### Objectives

- a. Develop a working definition of Public Relations.
- b. Review and evaluate the existing public relations functions at the hospital.

- c. Incorporate appropriate existing public relations activities in support of the Composite Health Care System.
- d. Develop new public relations projects to meet the specific needs of the Composite Health Care System.
- e. Enhance internal and external communications to facilitate awareness and acceptance of the Composite Health Care System.

#### Criteria

- a. The public relations program was consistent with the goals and objectives of the Army Medical Department, the U.S. Army Health Services Command and the Joint Commission on Accreditation of Hospitals.
- b. The public relations program was integrated into all areas of the hospital.

#### Assumptions

- a. There was no significant change in the number of personnel working with public relations duties at Ireland Army Community Hospital.
- b. Additional financial support was available on a limited basis for CHCS public relations functions through TRIMIS Program Office and the Science Applications International Corporation.

#### Limitations

- a. A formal public relations program had to be organized, managed, and monitored with existing personnel resources.
- b. Funding for any public relations activities had to be within the budgetary limitations of the hospital and any additional funding available from additional outside sources.

## Review of the Literature

Public relations in hospitals is not a new phenomenon. However, its use has risen dramatically during the past decade as a result of increased competition, rising health costs, growing malpractice concerns, and emphasis on the quality of care. There is a wide range of literature available on public relations in general and on hospital public relations specifically. Literature on Army hospital public relations was primarily limited to military regulations and pamphlets. However, most public relations concepts are applicable to a military medical facility.

The definition of public relations has many variations. Harlow (1976) analyzed 472 definitions and produced the following definition: "Public relations is a distinctive management function which helps establish and maintain mutual lines of communications, understanding, acceptance and cooperation between an organization and its publics...."(p. 36). Cutlip, Center and Broom (1985) defined public relations as "the management function that identifies, establishes, and maintains mutually beneficial relationships between an organization and the various publics on whom its success or failure depends" (p. 4.). Canfield and Moore (1973) suggested that "public relations is a social philosophy of management expressed in policies and practices, which, through two-way communication with its publics strives to secure mutual understanding and goodwill" (p. 4.). The Public Relations Society of America referred to public relations as "the function that maintains an organization's relationship with society in a way that most effectively achieves that organization's goals" (Karolevitz, 1983, p. 1). The American Society for Hospital Public Relations (1984) stated that "public relations is a systematic program of goal - oriented communications designed to support the needs of the institution" (p. 5).

Although there is no consensus, the numerous definitions of public relations shared the following common themes: 1) a planned and sustained program conducted by an organization's management, 2) the establishment of two-way communication between the organization and its various publics, and 3) the production of specific changes in awareness, opinions, attitudes, behaviors inside and outside the organization (Cutlip, Center, and Broom, 1985). Any successful public relations program, in support of the Composite Health Care System, must address these themes.

The literature stated that a hospital must deal with several publics or constituencies. It is important to have an understanding of the definition of a public and what constitutes the public for Ireland Army Community Hospital. The Texas Hospital Association (1979) defined a public as "anyone interested in, or affected by, an institution - or whose opinion can affect the institution" (p. B-1). Kurtz (1969) wrote that the term "... implies that the public is a collective, unified group of one mind, one opinion, and one spirit. This obviously is incorrect. The public is not great monolith, but rather a group of segments, often overlapping and at times, almost indefinable" (p. 12). A hospital's publics can be grouped into external and internal publics (Cutlip, Center, and Broom, 1985).

The external publics of a hospital include the local community, government agencies, professional organizations, and the media. As a demonstration site for the Composite Health Care System, Ireland Army Community Hospital's involvement with these external publics can be expected to increase. The local community must be kept informed about the system because many activities on the installation will be affected, e.g., the Directorate of Engineering and Housing is responsible for many of the work requests in preparation for the installation of the CHCS equipment.

Government agencies, such as the TRIMIS Program Office, have a need to know how the project is progressing so that the contractual competition can be monitored. The hospital must also be sensitive to the needs of SAIC and the other corporate team members. A positive relationship with the contractor in the initial stages will provide the basis for a successful transition once the system is implemented. Finally, demands from the media in keeping Fort Knox and the surrounding community informed will most likely increase significantly as the demonstration progresses.

The internal publics of a hospital include patients and families, visitors, medical staff, employees, administration, and volunteers. Recent articles stress the vital role of the employee in public relations. The American Society for Hospital Public Relations (1984) suggested that "effective public relations begins with employees, their attitudes, and the quality of service they provide" (p. 25). A patient's perception of a hospital and the quality of care received is highly influenced by the amount of information received and the attitude of the employees (Anders, 1984; O'Sullivan, 1984; Quinn, 1986). Several authors stress the need for improving personal relations and communications between employees and patients (Fritz and Miller, 1984; Peters, 1985; Riffer, 1984).

The internal publics of Ireland Army Community Hospital play a vital role in the successful implementation of the Composite Health Care System. Final success of the system will be greatly influenced by whether hospital employees and patients accept it in a positive manner or resist the change.

It has been a common tendency for organizations and individuals to resist change. According to Zander, some of the causes for resistance to change in organizations are:



1. The purpose of the change is not clearly understood.
2. Persons affected by the change are not involved in planning for the change.
3. The change causes anxiety over job security.
4. There is poor communication.
5. Existing work customs and work group relationships are abruptly changed.
6. The appeal to change is based on loyalty rather than on problem solution or goal achievement.
7. There is fear of failure.
8. Work pressure is excessive and the change is seen as intensifying the pressure.
9. The change is seen as requiring too high a personal cost or providing inadequate reward.
10. A vested interest of the individual or his work unit is involved -- the "we" versus "they" problem.
11. Respect for and confidence in the person or group initiating the change are lacking.
12. There is prevailing satisfaction with the status quo (Powers, 1984).

Kotter and Schlesinger (1982) wrote that there are six methods in dealing with resistance: education and communication, participation and involvement, facilitation and support, negotiations and agreement, manipulation and co-optation, and explicit and implicit coercion. A good public relations program closely resembles the education and communications method of dealing with resistance. This method emphasizes the need for and logic of a change through verbal and written communication. Clearly, an effective public relations program can help overcome resistance.

Gibson and Rose (1986) stated that in order to overcome computer resistance, managers must focus on the users of the system. The authors wrote that automation must be shown as an asset in supporting personal and organizational goals. They emphasized the need for structured, hands-on training. An internal public relations program can help facilitate user acceptance through keeping hospital employees informed of the system's progress and to supplement the training effort.

Patients, obviously, are a critical element of a hospital's internal public. Several articles point out that most patients do not have the knowledge or experience to evaluate the efficiency or effectiveness of a particular health care provider or treatment procedure (Doering, 1983; Ben-Sira, 1983; Kotler & Clarke, 1986). Instead, much of a patient's perception about the quality of care received is based on criteria such as staff courtesy, range of services provided, appearance of the hospital, and hospital reputation. It was interesting to note that the availability of state-of-the-art technology and equipment was among the top four patient criteria for quality of care (Kotler & Clarke, 1986).

There is great potential for positively influencing a patient's perception of care through a proactive public relations program that keeps patients aware of the implementation of technology such as CHCS. Proper utilization of the system by hospital employees can hopefully reduce administrative requirements of the staff, thus allowing more personalized care with patients, which is another important quality of care indicator for patients (Doering, 1983; Kotler & Clarke, 1986).

Personal attention of the patient must remain a primary concern even after CHCS is implemented. Naisbitt (1984) refers to this phenomenon as

"high tech/high touch... whenever new technology is introduced into society, there must be a counterbalancing human response - that is, high touch - or the technology is rejected" (p.35).

The literature was in agreement that any successful public relations program must have the support of top management (Cole, 1981; Cutlip, Center & Broom, 1985; Karolevitz, 1983; Powers, 1984; and Riggs, 1982). Although the Composite Health Care System demonstration was mandated from higher authorities, the depth of commitment by the management of Ireland Army Community Hospital was illustrated by their emphasis on establishing and implementing a public relations program for the project.

#### Research Methodology

- a. Conducted a survey of the current literature on public relations.
- b. Evaluated the existing public relations functions by reviewing written hospital policies, regulations, files, and inspection results.
- c. Provided a descriptive study of public relations initiatives and their implementation in support of the Composite Health Care System at Ireland Army Community Hospital.

## CHAPTER II

### DISCUSSION

#### Organization

The public relations function at Ireland Army Community Hospital has been most closely associated with the Public Affairs Officer, an additional duty assigned to the Adjutant. The responsibilities of the Public Affairs Officer fall into three major areas: Command Information Program, Public Information, and Community Relations Program.

The Command Information Program was described by HSC Pamphlet 360-1 as "the only program with the sole purpose of promoting maximum communication between a commander and his internal audiences" (Health Services Command, 1986, p.2-1). The Public Affairs Officer must assist the Commander in disseminating topics of command interest to include command policies, safety, career programs, education, training, voting, equal opportunity, drug and alcohol abuse, recreation information, legal and medical assistance, and suggestion programs. The Public Affairs Officer has a wide range of forums to get out the information: daily bulletin, command letters, bulletin boards, displays, posters, closed circuit television, videotapes, Commander's Call, group meetings, committee meetings, formations, and informal channels (Health Services Command, 1986). Most of these resources are currently being used at Ireland Army Community Hospital.

Public information was defined as "... information and other material disseminated to the public(s) via press, radio, television, and other mass communication media" (Health Services Command, 1986, P. Glossary-1).

Public information is aimed toward the external as well as internal publics of the hospital. Close coordination by the hospital Public Affairs Officer with the installation Public Affairs Office is vital to the success of a Public Information Program. A key function of the Public Affairs Officer is to ensure that there is no credibility gap between the hospital and the media. The Public Information Program includes activities such as: news interviews, handling queries about accidents and incidents, Hometown News Release Program, release of patient information, release of photographs and videotapes, the Freedom of Information Act, and the Privacy Act. (Health Services Command, 1986).

The third major area for a Public Affairs Officer is the Community Relations Program. It is defined as "... the ongoing relationship between a military community and a civilian community" (Health Services Command, 1986, Glossary-1). The Community Relations Program can involve support of almost any local community activity on an individual or group basis. A few examples of community relations at Ireland Army Community Hospital have included sponsoring of a medical explorers group, conducting a Health Fair, supporting the Combined Federal Campaign, and participating in local functions such as EXPO 86, Golden Armor Field Day for handicapped children, and Golden Armor Festival Week. Almost any positive action that helps develop understanding and support of the local community for the hospital or the U.S. Army falls in the arena of community relations.

The development and implementation of a public relations program in support of the Composite Health Care System is a project that falls within the scope of the Adjutant's responsibilities as the Public Affairs Officer.

However, the large scale of the project and the rapid, yet sustained nature of its implementation, justified the appointment of a separate officer dedicated to public relations for the Composite Health Care System. This task was delegated to the Administrative Resident as a special project. Close interaction with the hospital Adjutant and the installation Public Affairs Office must be maintained because of the need to coordinate information and media support. Keeping the internal and external publics informed about the Composite Health Care System and its progress was viewed as critical to the overall acceptance of the system. This attitude was enforced when the CHCS Public Relations Officer was made a member of the CHCS Management Team.

The formation of a consolidated management team was important to the implementation of a system as comprehensive as the Composite Health Care System. A management team must include the necessary disciplines to provide expertise yet be flexible enough to respond to short suspenses and rapid changes. At Ireland Army Community Hospital, this was accomplished through the establishment of a Project Team that met on a weekly basis to discuss and monitor the implementation of the system. The Project Team consisted of the following individuals:

TABLE 2

CHCS Management Team

Program Director	LTC James Hill
Financial Advisor	MAJ John Peden
Nursing Project Officer	MAJ Ollie Gray
Physician Project Officer	MAJ Chris Dempsher
Systems Project Officer	CPT John James

Systems Analyst	Ms. Natella Davidson
Site Preparation Project Officer	MAJ Stuart Mervis
Education/Training Project Officer	SFC Ruel Bowman
Space Manager	Mr. Robert Skaggs
Public Relations Project Officer	CPT Charles McGibony

The Project Manager, Lieutenant Colonel Hill, also assigned as Chief, Clinical Support Division, monitored all project activities, keeping the hospital commander informed of the system's progress, and interfacing with outside agencies.

The Financial Advisor was Major Peden, Chief, Resource Management Division. He gave budgetary input and advice and closely coordinated and monitored funding of the project.

The Nursing Project Officer was Major Gray, a full time program representative for the Department of Nursing. She oversaw the implementation of the system on nursing units, wards, and the operating room. She provided liaison between all nursing activities, hospital administration, ancillary services, and the commercial vendors.

The Physician Project Officer was Major Dempsher, who provided medical expertise to the Project Team. Assigned as Chief, Department of Pathology, his responsibilities were similar to the Nursing Project Officer, although on a part-time basis. He represented the physician staff in resolving problems and researching questions pertaining to the system.

The Systems Project Officer was Captain James, the hospital's Information Management Officer. He served as the institution's resident expert on automated hardware and software. He coordinated closely with the TRIMIS Project Office; Headquarters, U.S. Army Health Services Command; and the Science Applications International Corporation.

Closely associated with Captain James was the Systems Analyst, Ms. Davidson. Assigned as Chief, Data Processing Division within the hospital's Information Management Office, Ms. Davidson provided organizational expertise on automated software. She coordinated the loading of data, resolving software problems, and developing change requests to the software packages.

The Site Preparation Project Officer was Major Mervis, the Chief, Logistics Division. He oversaw the coordination of minor construction contracts needed to upgrade the facility in implementing the Composite Health Care System. In addition, he served as the key staff member in the storage and accounting of the computer hardware, paper, and additional furniture until it is put into operation.

The Education/Training Project Officer was Sergeant First Class Bowman, the Non-Commissioned Officer in Charge of the Nursing Education and Staff Development Service. His responsibilities included close coordination with the TRIMIS Project Office and the Science Applications International Corporation in determining training needs and schedules.

The Space Manager was Mr. Skaggs, supervisor of the Resource Management Division's Management Analysis Branch. Part of his responsibility was to review and staff requests for internal moves within the facility. For example, additional space was required early in the project to allow for expansion of the existing computer room and the establishment of a Project Office. Changes of this type were coordinated through the Space Manager.



Being an active member of the Composite Health Care System Project Team was critical for the Public Relations Project Officer for several reasons. The credibility and importance of the position was enhanced through recognition as a project team member. Attendance at the weekly team meetings kept the Public Relations Officer current on the progress of CHCS. Interaction with other team members kept the Public Relations Officer informed about their needs in the area of public relations. Project team members also served as vital sources of ideas and suggestions. Membership on the Composite Health Care System Project Team served as a base from which to launch a Public Relations Program.

#### Internal Publics

As with any sound Public Relations Program, the target audience for the Composite Health Care System was divided into internal and external publics. The internal publics of the hospital, as previously stated, consisted of medical staff, employees, administration, volunteers, patients and families, and visitors. For purposes of the Composite Health Care System and clarity of discussion, the internal publics of Ireland Army Community Hospital were further subdivided into the employees and patients. The employees category encompassed the military and civilian personnel who work in Ireland Army Community Hospital and its troop medical clinics. The patients category included the inpatients, outpatients, family members, and visitors who enter the hospital and its clinics. These two types of internal publics have different needs for information about the Composite Health Care System. The ways to reach these publics also differed.

The assigned strength of military and civilian employees (as of 1 September 1987) within the hospital and troop medical clinics was 429 military personnel and 505 full-time civilian for a total of 934 employees.

In developing an internal public relations program for the hospital employees, it was necessary to begin with some type of baseline of their exposure to automated systems. A quick estimate was to determine the extent of automation that currently exists in the hospital and troop medical clinics. There were 130 computer terminals or mini-computers throughout the facility prior to CHCS. (Appendix D). This figure did not include the numerous printers, modules, and disk drives used to support the various systems in use throughout the hospital and troop medical clinics. The idea of a computer system would be a new experience to most areas of the hospital. In fact, some currently used systems are scheduled to be incorporated into the Composite Health Care System. Such systems include the Automated Quality of Care Evaluation Support System (AQCESS), the Patient Appointment System (PAS), Admissions and Dispositions, and the Medical Expense and Performance Reporting System (MEPRS).

The internal public relations program must keep the employees informed and gain their support. An initial step in informing the hospital employees was to present a briefing on the Composite Health Care System. The briefing consisted of a ten-minute videotape followed by a lecture with viewgraphs that covered a broad overview of the Composite Health Care System. The briefing was given by personnel of the TRIMIS Project Office. Briefings were given on 14 occasions during 5 - 7 November 1986 in order to maximize attendance. During the presentation, emphasis was placed on Ireland Army Community Hospital being the only Army hospital involved with testing the system. This fact developed some interest and pride among the employees as well as informing them of the project. New employees, arriving after the initial orientation, are briefed on the system during the monthly Commander's Orientation.

In order to keep the employees informed of the system's progress, an internal newsletter was developed (Appendix E). The newsletter was compiled by the Public Relations Project Officer and the Education/Training Project Officer. It was decided to limit the newsletter to one page, to use a dot matrix printer to give it more of a computer generated appearance, and to emphasize topics of local interest. Draft editions of the newsletter were submitted through the Program Director for final approval prior to publication. Early editions of the newsletter were amateurish; however, improvements were made with each subsequent edition. For example, the dot matrix effect was deleted on the second edition because of its poor print quality.

The newsletter was used to assist in the next stage of the internal public relations program - increased employee involvement and awareness of the system. In December 1986, it was decided to have a contest to give the system a unique name and logo. The name Composite Health Care System is applicable to the system scheduled to be implemented throughout the Department of Defense.

A locally developed name and logo stimulated employee interest and awareness of the system. The contest was announced through the distribution of a flyer (Appendix F), the newsletter, and the hospital bulletin. A one hundred dollar savings bond and a Certificate of Appreciation were established as the winning selection's award.

A committee was selected to review the entries. The five-member committee consisted of a Medical Corps Major, a Nurse Corps Major, a Sergeant First Class, a Private First Class, and a GS-05 civilian. The committee had two white females, one black male, one Hispanic male, and one white

male. Two of the individuals worked in activities outside of the main hospital building. None of the members was involved with the initial development of the contest nor did any have an entry in the contest. This committee mixture was established to allow for cross-representation of various hospital duty sections and personnel backgrounds.

There were thirty-two submissions in the Name the Computer Contest. Each committee member was given an advance copy of the entries to review. During the committee meeting, open discussion was conducted among members for what they thought were especially good entries. Committee members were instructed to select their top three choices. A weighted value of five was given for each first place vote, three for second, and one for third. The top three entries are in Appendix G.

The winning name in the contest was CHIPS, an acronym for Composite Healthcare Information Program System. The accompanying logo was originally submitted as a computer terminal but this was changed to an animated chipmunk in order to create more personality. The committee's selection was based on the simplicity of the word and its dual meaning with computer terminology.

Developing the final chipmunk logo proved to be more involved than originally anticipated. The installation Training Aid Support Center estimated a six-week turn around time. This was felt to be too long and estimates from commercial artists were too expensive. Finally, a military member volunteered to draw the chipmunk logo in final form.

The new name and logo were incorporated with other forms of internal communications. The CHCS newsletter, for example, was renamed the CHIPS Bulletin and the chipmunk logo was added as part of the bulletin mast head.

The next internal public relations initiative was to design and print a poster with the CHIPS name and logo. Attempts were made to have a multi-colored poster done locally by a commercial firm. The request was disapproved by the installation print plant because of the capability to perform the job on post. This required going back to the installation Training Aid Support Center and having them design a photo ready copy from which a poster could be printed. This step added an additional six weeks to the project. Once the photo ready copy was completed, poster selection was limited to one color of paper and a single color ink. The final choice was 28 inches by 22 inches yellow poster board with dark blue ink. The name of the hospital, CHIPS, and the chipmunk logo were printed at the top half of the poster. The bottom half of the poster was left blank to allow for adding current information about the computer system, such as training schedules.

Another initiative taken to keep the hospital staff informed was a slide presentation and briefing. The Program Director tailored a briefing with information and slides specifically addressing the impact of the Composite Health Care System at Fort Knox. The slides included scenes of the installation, the hospital, and personnel working in the hospital. The briefing was presented to the medical, nursing, and administrative staffs. The briefing was continually updated by the Program Director.

Scheduling the training of hospital employees on how to use the Composite Health Care System was to be a significant project. The training had to be done quickly, yet effectively, to minimize disruption of routine hospital operations while implementing the system. The importance of training was highlighted by Lieutenant Colonel Roger Brown from the

TRIMIS-Army Office who wrote, "there is a considerable amount of information available which correlates employee acceptance and successful implementation of a new system with the amount and quality of training done prior to full development" (TRIMIS-Army, 1987). Training for hospital personnel was scheduled to be conducted in the Nursing Education and Staff Development Service. The Nursing Education and Staff Development Service training area on the ninth floor was upgraded with the installation of static resistant carpeting to reduce noise, partitions to provide separate training areas, and the installation of additional outlets. Equipment for the training area included computer terminals, printers with sound enclosures and stands, trainee desks and chairs, trainer tables, audio-visual equipment, bookshelves, and wall mounted liquid chalk boards. Various floor plans for the training areas were also available, depending on the number of students using each area (TRIMIS-Army, 1987), (Appendix H).

Training sessions vary from three to twelve hours depending on the individual's job and level of supervision. Following training, an individual must then apply this knowledge to the actual job situation.

The transition to a new automated system can lead to anxiety and resistance by hospital employees. A positive, proactive public relations technique can help reduce this apprehension. Recognition of employees who completed training was a method to accomplish this task. A unique certificate of training has been designed for future issue. Another means of recognition was the procurement of 3/4 inch fluorescent orange, stick-on reflective dots with the word CHIPS printed in black (Appendix I). Two thousand dots were ordered at a total cost of \$244.00. The dots can be placed on the already existing hospital name badges worn by most hospital

employees. The reflective dots provided a quick means of rewarding individuals for completing training and makes them easily recognizable to other employees in the hospital. This simple, colorful means of recognition has contributed to the success of the training program.

Patients comprise the other major subgroup of the internal publics. The exact size of this population would be difficult if not impossible to calculate. It was reported by the Fort Knox Directorate of Resource Management that the total population served by Ireland Army Community Hospital was 124,597 (Appendix J). This figure included active duty personnel, civilian personnel, retirees, reservists, and family members, all of whom are potential patients or visitors to the hospital. This population, as it is at many military facilities, is very transient. This factor increased the need to continually inform the external population about the Composite Health Care System.

There are several ways to communicate with the patient public. Some of the methods used for employees, such as posters and distribution of the CHIPS newsletter, can also be used. One of the biggest effects the Composite Health Care System had on patients during the initial implementation phase was registration in the CHCS data base. Because outpatient pharmacy was the first area to go on-line with the new system, patients with new prescriptions were identified as those who needed to be registered first.

Registration for outpatients represented another source of inconvenience because of the additional wait prior to turning in a prescription. Posters and flyers (Appendix K) were used in the outpatient lobby to inform patients of this new requirement. In addition, employees of the Science

Applications International Corporation were stationed in the outpatient lobby to direct patients to the registration terminals. These directors were readily available to provide a face-to-face explanation on why registration was required and what the system was designed to do. This personal contact with patients reduced confusion and frustration. If patients perceived the Composite Health Care System as a benefit, they would be more likely to accept it or at least tolerate it.

Other sources of information available for the internal publics are produced by agencies outside the hospital. The Tri-Service Medical Information Systems Program Office has produced a series of pamphlets, brochures, and information papers for distribution. These publications were often used to support the TRIMIS Program Office briefings mentioned earlier. Publications of this type provided a good foundation on the background and basics of the Composite Health Care System. The publications were professionally prepared, colorful, and easy to read. The obvious disadvantage of external publications was that it could have quickly become outdated and was not geared toward any specific medical treatment facility. These disadvantages reinforced the requirement for a facility public relations officer to supplement the external publications with locally produced information that specifically addressed the needs and changes occurring at a specific site.

A videotape of the Composite Health Care System was also available through the TRIMIS Project Office. The videotape, like published material, was limited in its timeliness and specificity. Ireland Army Community Hospital was involved in the production of a new videotape about CHCS. A film crew from the Department of Defense, escorted by a TRIMIS Program Office representative, visited each of the four demonstration sites. Fort



Knox was the final stop on the film crew's agenda. An advance copy of the script was sent to the Program Director at Ireland Army Community Hospital in early May 1987. The Public Relations Project Officer was delegated the responsibility of coordinating sites, times, and personnel for filming the scenes.

The film crew arrived on 13 May 1987 and reviewed the scenario with the CHCS Public Relations Officer. The next day was used to film scenes within the hospital and on the installation. The intent was to provide a flavor for the types of missions that are performed at Fort Knox. Internal scenes of the hospital included the outpatient pharmacy, radiology, the laboratory, the intensive care ward, internal medicine clinic, and the new computer room. External scenes included the Bullion Depository, soldiers in training, and the exterior of the hospital.

The scenes from the various demonstration sites were edited into a videotape that was previewed on 22 June 1987 during a Defense Management Systems Support Center Conference in Denver with the hospital Commander and Program Director in attendance. Additional editing was still required and final release of the videotape has been scheduled for early fall of 1987. Plans include showing the film at all medical treatment facilities and at military training courses taught at the Academy of Health Sciences, Fort Sam Houston, Texas. Printed and audio-visual material produced by agencies such as the TRIMIS Program Office can also be used to inform external publics about the Composite Health Care System.

#### External Publics

The external publics for Ireland Army Community Hospital were the local community, government agencies, civilian contractors, and the media. A project on the magnitude of CHCS has obviously generated a great deal of

external interest. The congressional interest in the project has already been mentioned. The potential multi-million dollar contract has also created a great deal of attention. Another important factor was the uniqueness of the project. The simple fact that Ireland Army Community Hospital was a test site created an intense amount of scrutiny. Newly developed software was being tested in a live environment as opposed to a research lab. The quality of CHCS implementation at Fort Knox will, in large part, determine whether the system will accomplish the major objectives of improved quality of care and efficiency. The evaluation process has generated more than the usual external attention that is focused on the hospital. The need to keep the external publics informed was an important aspect of the public relations program.

One of the first external publics to be briefed about the Composite Health Care System was the Fort Knox Chief of Staff, Colonel Wolfe and key members of the installation staff. The hospital Commander, Colonel Richard G. Kirchdoerfer and the Program Director, LTC James R. Hill, briefed the installation staff on 6 November 1986. Keeping the installation staff briefed from the beginning of the Composite Health Care System was viewed as a critical step in obtaining the necessary support needed for implementation of the system. This was especially true in dealing with the Directorate of Engineering and Housing. The installation staff's positive and responsive support enabled the civilian contractor, Woodbine Corporation, to expand the existing computer room by over 800 square feet. The project was completed on 1 April 1987, four and one-half months after the initial engineering survey. To put this accomplishment in perspective, it took less time to expand the computer room than to have the CHIPS posters printed.

The new computer room was formally dedicated with a ribbon cutting ceremony on 14 May 1987. The Fort Knox Commanding General, Major General Thomas H. Tait, representatives from the Directorate of Engineering and Housing, and the hospital Commander, Colonel Kirchdoerfer, were on hand to help cut the ribbon. The event was included in the CHCS videotape. Immediately following the ceremony, a tour was conducted of the new computer room to include viewing the hardware.

Another crucial factor in communicating with the external public was the use of media support. The installation newspaper, Inside the Turret, provided an effective means of disseminating information to a wide audience both on and off the installation. An initial article about the Composite Health Care System was published in the post newspaper on 12 February 1987 (Appendix L). This article, entitled, "DoD using Ireland as one of four test sites for computer contracts", announced to the hospital's external publics the scope and uniqueness of the project.

Media support was also available from outside sources. The TRIMIS Project Office was responsible for news release to various military and civilian professional journals. The Science Applications International Corporation has also released information about the project, to include an article in their company magazine, Newsgram. Media attention will obviously increase as CHCS becomes more widely implemented. The Public Relations Project Officer should screen the appropriate publications to monitor the media activity. When the local activity is mentioned in a national publication, it should be brought to the attention of the hospital command group and the hospital employees. Positive media attention aimed at the external publics can serve to bolster the pride and awareness of the internal publics.

The external interest focused on the hospital has created a large number of site visits from representatives of various agencies. Individuals from the TRIMIS Project Office and SAIC are frequent visitors. Representatives from the Government Accounting Office came to Fort Knox on 28 May 1987 to assess the site preparation and implementation of the project. Brigadier General Billy Johnson, Deputy Commander, U.S. Army Health Services Command, visited the hospital on 4 August 1987. Project managers from facilities designed as beta sites, such as Eisenhower Army Medical Center, have also come to Fort Knox. Potential visitors include The Surgeon General of the Army and members of Congress. The Program Director must be able to brief and update these visitors on a continuous basis.

One of the most effective ways to brief the external visitors is to use the locally produced slide presentation that has also been used for the internal publics. The slides must be kept updated, but this has not required a great deal of time to accomplish. Most of the background information will remain the same. A typed text can also be produced to accompany the slide presentation so that someone other than the Program Director could use it if necessary. The slide show, as previously mentioned, can also be used to highlight aspects of the CHCS program that are unique to Fort Knox and Ireland Army Community Hospital. As part of the overall briefings, most external visitors were given a tour of the expanded computer room and other areas of the hospital. The briefing and tour could also be used for other sectors of the external public, such as unit commanders and wives clubs.

### Summary

The Composite Health Care System demonstration project is an on-going program at Ireland Army Community Hospital. The Public Relations Program in support of the Composite Health Care System continues to exist. It is anticipated that it will remain a viable, active part of the total implementation process for several years.

### CHAPTER III

#### Conclusion and Recommendations

##### Conclusions

The Composite Health Care System was the start of a long term plan to implement a standardized automated information system to help improve the delivery of health care in Department of Defense medical facilities worldwide. Ireland Army Community Hospital has been thrust into the operational test phase of the program on relatively short notice. A positive, proactive public relations program was considered the most effective way to inform the hospital's internal and external publics about the system. The Composite Health Care System public relations program at the Department of Defense and Department of the Army level was very limited and basic. This forced Ireland Army Community Hospital to design and implement its own program. No additional staffing and limited funding were available for such a project. Comparisons to similar projects at other operational test sites were not made during this study due to the constraints and amount of sensitive information resulting from the competitive contracting process. Any measure of success for the CHCS public relations program is purely subjective. It can only be assumed that the acceptance of, and knowledge about, the Composite Health Care System would have been restricted without the development and implementation of a formalized public relations program.

##### Recommendations

It is recommended that a public relations program in support of CHCS should continue at Ireland Army Community Hospital. Personnel turnover alone will require an on-going need to inform and train people on the system. As a demonstration site, Ireland Army Community Hospital will

serve as a source of information for those facilities projected to receive the system. This is true for any public relations programs developed at these sites. Even if more sophisticated, higher level programs are developed, the need exists for local facilities to tailor public relations programs to their specific needs.

The steps in this study can provide a basis for which to start local public relations programs in support of the Composite Health Care System at other medical treatment facilities. The major factor in the success of any program is command support. No program can begin or continue without it. An individual should be appointed to coordinate the public relations project for CHCS. The individual does not necessarily need to be the Public Affairs Officer, however, close interface with the medical facility's and installation's Public Affairs Office must be maintained. The individual selected should be included on the facility's implementation management team. This selection gives the public relations function the needed visibility, credibility, and interaction necessary for a successful program. The basic principles of public relations, such as those found in most public relations textbooks and journals, can serve as the background for starting a program.

As more facilities implement the Composite Health Care System, the exchange of public relations initiatives should be encouraged. Any future studies of the Composite Health Care System should consider comparing facilities which developed formal public relations programs to those that did not.

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Appendix A

CHCS Implementation Schedule - Army

# CHCS Implementation Schedule - Army

Jun 88	Eisenhower Army Medical Center Blanchfield Army Hospital, Fort Campbell
Sep 88	Walter Reed Army Medical Center Tripler Army Medical Center
Dec 88	Nuremberg Army Hospital
Aug 89	Landstuhl Army Hospital
Nov 89	Ireland Army Hospital, Fort Knox (Upgrade) Landstuhl Hospital - Clinics Brooke Army Medical Center
Feb 90	Moncrief Army Hospital and Clinics, Fort Jackson Brooke Army Medical Center - Clinics Augsburg Army Hospital and Clinics Martin Army Hospital, Fort Benning
May 90	Martin Army Hospital - Clinics Womack Army Hospital, Fort Bragg
Aug 90	Womack Army Hospital - Clinics Winn Army Hospital and Clinics, Fort Stewart Walson Army Hospital and Clinics, Fort Dix
Nov 90	Letterman Army Medical Center and Clinics Kimbrough Army Hospital and Clinics, Fort Meade Frankfurt Army Hospital
Feb 91	Frankfurt Army Hospital - Clinics DeWitt Army Hospital and Clinics, Fort Belvoir
May 91	Weed Army Hospital and Clinics, Fort Irwin Heidelberg Army Hospital and Clinics
Aug 91	Noble Army Hospital and Clinics, Fort McClellan Cutler Army Hospital and Clinics, Fort Devens
Nov 91	Darnall Army Hospital and Clinics, Fort Hood Patterson Army Hospital and clinics, Fort Monmouth
Feb 92	Hays Army Hospital and Clinics, Fort Ord Reynolds Army Hospital and Clinics, Fort Sill Weurzburg Army Hospital

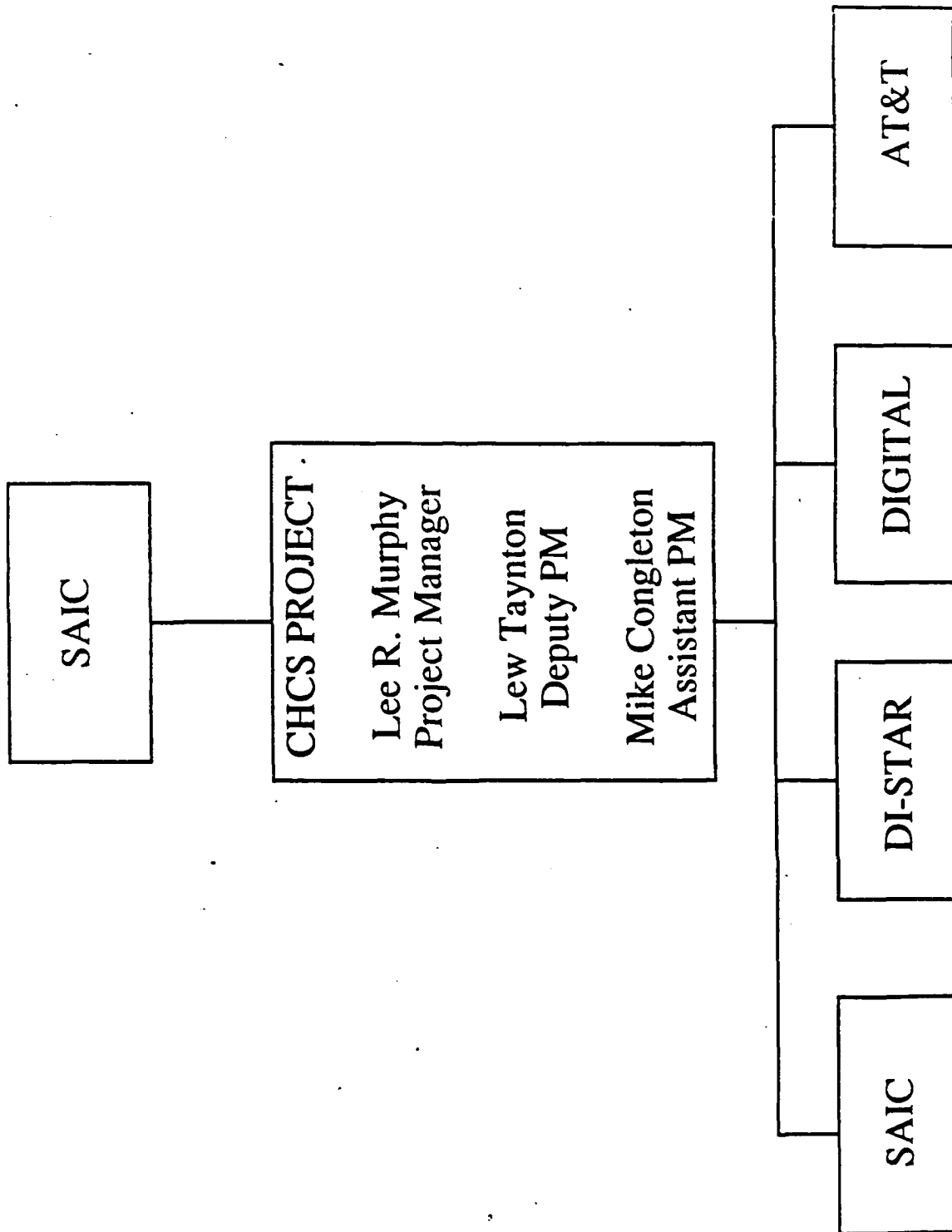
May 92      Lyster Army Hospital and Clinics, Fort Rucker  
             Keller Army Hospital and Clinics, West Point  
             Wurzburg Army Hospital and Clinics  
             Seoul Army Hospital

Aug 92      Seoul Army Hospital - Clinics  
             Evans Army Hospital and Clinics, Fort Carson  
             Bayne-Jones Army Hospital and Clinics, Fort Polk

Sites not listed are to be implemented after Aug 92.

Appendix B  
SAIC Project Organization For CHCS

## CHCS PROJECT ORGANIZATION



**SAIC**  
Science Applications International Corporation



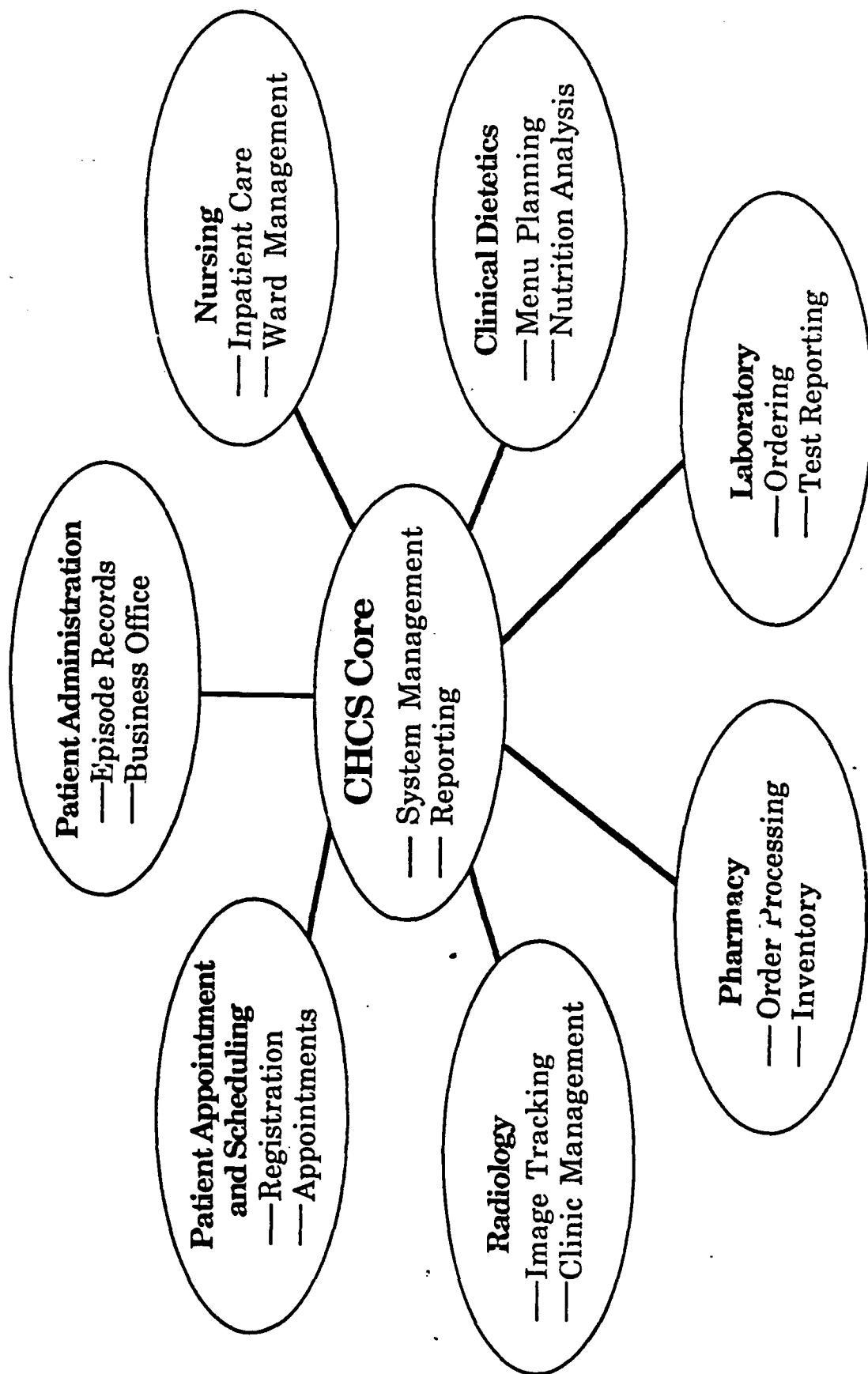
Appendix C

CHCS Functionality Overview

- Patient Administration
- Patient Appointment and Scheduling
- Laboratory
- Radiology
- Pharmacy
- Nursing
- Clinical Dietetics
- Kernal (Core function)

# CHCS

## CHCS SOFTWARE APPLICATIONS



VTC0310(861211)

**SAIC**

- Identify and display patient data
- Ad hoc reports and displays
- System security
- Operational and workload reports
- Manage clinical orders and results
- QA
- DEERS checking

**CHCS**

**PATIENT ADMINISTRATION**

- Patient registration
- Patient episode data
- Patient bed management
- Medical record support
- (future) Medical service accounts
- (future) Medical records tracking

- Patient registration
- Create / maintain schedules
- Appoint patients (search, booking, modifications, notification)
- Record patient encounter
- (future) Waitlist

## CHCS

## LABORATORY

- Order processing
- Specimen processing
- Results management
- Lab management support
- Equipment interfaces
- Bar code labels
- (future) Blood bank
- (future) Drug testing
- (future) Tumor registry
- (future) Anatomical pathology
- (future) Inventory management

VTC0314(861211)

**SAIC**

**CHCS**

**PHARMACY**

- Inquiry processing
- Order processing
- Formulary management support
- (future) Inventory management



## CHCS

## RADIOLOGY

- Order processing
- Procedure logging
- Results processing
- Procedure / patient scheduling
- (future) Image library management

## CHCS

## NURSING

- Patient care assessment
- Care implementation documentation
- Clinical order processing
- (future) Nursing staff management
- (future) Human & physical resource management
- (future) Policies and procedures
- (future) Patient care planning

**CHCS**

## **CLINICAL DIETETICS**

- Nutrition clinic scheduling
- (future) Dietetics administration
- (future) Nutrition assessment
- (future) Menu selections
- (future) Nutrition supplement management

Appendix D

Computer Inventory - Ireland Army Community Hospital

COMPUTER INVENTORY IACH

SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
0	DIGITAL		HK13534		1002	127	MODEM	0			
0	VT240		AB50404JD8	C5375	1002	127	TERMINAL	0			
0	PANASONIC	XIK-34	6AAKA01673	G4229			PORT MIC	0			
0	PANASONIC	KX-P1091	6EXACJ5946	G4408			DOTMATERPRIN	0			
0	DEC	DECURTR 4	PN78584		851	???????	PRINTER	0	AMO		10/80
0	VADIC	355	187087		851	???????	MODEM	0	AMO		05/84
0	DEC	MICRO-MUSE	B1560130		851	NIO-261	MINI	0	CARDIOLOGY	CAPUC	10/80
0	DEC	VT 100	0006517		851	NIO-26A	TERMINAL	0	CARDIOLOGY		10/80
0	DEC	DECURTR 3	PN54224		851	NIO-26A	PRINTER	0	CARDIOLOGY		10/80
0	VADIC	355			851	NIO-26A	MODEM	0	CARDIOLOGY		10/80
0	EPSON	RX 80	349071		851	XIK-44	PRINTER	0	DERMATOLOGY		05/84
0	HOUSTON	124FR	8828-64		851	XIH-20	PLOTTER	0	ENT		06/82
0	INSTRUMENT										
0	HEWLETT-PACKARD										
0	MDS	977-11	17386	F0313	851	2-52	MINI	0	ICU-CCU		05/83
0	MDS	977-11	559		851	XIC-24	Plotter	0	Neuro Psychology		05/83
0	Data General	Nova 3	MMQN-C3830		851	NIG-14	TERMINAL	0	Nuc Mec		01/81
0	MDS	977-11	1149	C5195	851	NIG-15	TERMINAL	0	Nuc Mec		01/81
0	NICOLET	977-11	REV-B-306	C5373	851	NIG-1	MINI	0	Nuc Med		01/80
0	Farrington	Pathfinder	840352	C3176	851	NIG-14	TERMINAL	0	Nuc Med		01/80
0	FARRINGTON	Term One	18257-248	C5260	851	XIC-24	MINI	6600	Nuero Psychology		01/81
0	APPLE	CARD THREE	33291	F4609	851	XBB-4A	TERMINAL	0	Nuc Med		05/83
0	EPSON	MX 80	532958		851	XBB-4A	CARD EMBOS	0	PAD		07/82
0	Texas	825 KSR	349147	C5155	851	NIF-14A	MICRO	1895	PATHOLOGY		07/82
0	Instrument		0482508874		851	NIF-14A	PRINTER	0	PATHOLOGY		07/82
0	DIGITAL	350 PRO	WF57847	F9806	851	NIF-14	MICRO	3500	PATHOLOGY		07/85
0	DIGITAL	TAB1958	1409629	F9807	851	NIF-14	MONITOR	0	PATHOLOGY		07/85
0	DIGITAL	TCC7131A	3010259WR	F9808	851	NIF-14	PRINTER	0	PATHOLOGY		07/85
0	SIBEX	IBM-AT	7267820		851	XIK-25	TERMINAL	6860	PHYSICAL THERAPY		09/83
0	IBM	IBM 5153	1409629		851	NIG-18	MICRO	0	RADIOLOGY	CATSCAN	APR87
0	IBM	PROPRINTER	2797048		851	NIG-18	MONITOR	0	RADIOLOGY	CATSCAN	APR87
0	T1 SILENT 700	737 KSR	0173317001		851	NIG-18	PRINTER	0	RECOVERY	CATSCAN	APR87
2	COMMODORE	3200	01020048	C4898	851	2-52	PRINTER	2166	NUC MED		09/82
2	COMMODORE	4022	112089	C5234	851	NIG-20	PRINTER	613	NUC MED		09/82
2	COMMODORE	8050	M1014792	C4899	851	NIG-20	DISK DRIVE	0	NUC MED		09/82
3	EPSON	CX-20	015728		851	NBD-24	ACOU MODEM	150	IMO		APR85
3	EPSON	CX-20	015731		851	NBD-24	ACOU MODEM	150	IMO		APR85
3	EPSON	PX-8	024333	F8216	851	NBD-24	BRFCSCMICRO	850	IMO		APR85
3	EPSON	PX-8	023571		851	XIA-4	BRFCSCMICRO	850	INTERNAL AUDIT		APR85
4	TELEVIDEO	TS 803	840141	G3249	851	NBD-8	MICRO	4796	LOG		12/82
4	EPSON	MX 100	409604	G3250	851	NBD-8	PRINTER	1700	LOG		12/82
5	TELEVIDEO	TS 803	83051617	C5275	851	XIF-6	MICRO	2035	PERSONNEL		06/83
5	C-ITOH	1550	201423	C5276	851	XIF-6	PRINTER	900	PERSONNEL		06/83
6	TELEVIDEO	TS 803	83050528	F9008	851	NBD-8	MICRO	2035	LOG (MDS)		05/83
6	C-ITOH	1550	201581	C5274	851	NBD-8	PRINTER	900	LOG (MDS)		05/83
7	TELEVIDEO	TS 803	83060253	F7687	851	NBF-18	MICRO	2035	CSD		07/83
7	EPSON	MX 100	409601	F7688	851	NBF-18	PRINTER	630	CSD		07/83

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SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
8	TELEVIDEO	TS 803	83060250		851	NBD-25	MICRO	2035	IMO		07/83
8	MPI		54956		851	NBD-25	PRINTER	630	IMO		07/83
8	RIXON	212A	5101593	F4449	851	NBD-25	MODEM	300	IMO		01/85
9	NORTHERN TELECOM	503	M20821	F8173	851	XIA-27	MICRO	4795	FAD		10/83
9	NORTHERN TELECOM	850	W- 26103	F8175	851	XIA-27	PRINTER	3600	FAD		10/83
9	NORTHERN TELECOM	503A-FB	M22071	F8174	851	XIA-27	DISK DRIVE	0	FAD		10/83
9	NORTHERN TELECOM	53A	20821	F8173	851	XIA-27	MONITOR	0	FAD		07/83
9	NORTHERN TELECOM		M2440	F8176	851	XIA-27	KEYBOARD	0	FAD		
9	NORTHERN TELECOM	208A/B	22250-262	F8177	851	XIA-27	MODEM	2450	FAD		10/83
10	RADIO SHACK	TRS 80 IV	0036578		851	NBE-7A	MICRO	2495	PHARMACY		08/83
10	RADIO SHACK	CMP 500	204789	F1819	851	NBE-15B	PRINTER	1195	PHARMACY		08/83
10	RADIO SHACK	26-1130	3011472		851	NBE-7A	DISK DRIVE	1400	PHARMACY		06/84
10	RADIO SHACK	26-1131	3100143		851	NBE-7A	DISK DRIVE	1400	PHARMACY		06/84
11	RADIO SHACK	TRS 80 IV	0036574	F1818	851	NBE-15B	MICRO	2495	PHARMACY		08/83
11	RADIO SHACK	DMP 500	2006220		851	NBE-7A	PRINTER	1195	PHARMACY		08/83
11	RADIO SHACK	26-1130	3009371		851	NBE-7A	DISK DRIVE	1400	PHARMACY		06/84
12	RADIO SHACK	TRS 80 IV	0074042	F0349	851	NBE-7A	MICRO	1100	PHARMACY		10/84
12	RADIO SHACK	DMP 500	3F01797	F0350	851	NBE-7A	PRINTER	1050	PHARMACY		10/84
13	CPT	8508	25940B	F5571	851	XIE-18	WORDPROCS	5424	ADJUTANT		09/84
13	CPT	8500	3721A	F5572	851	XIE-18	KEYBOARD	0	ADJUTANT		09/84
13	CPT	ROTARY 8	1901881	F5573	851	XIE-18	PRINTER	1860	ADJUTANT		09/84
17	SANYO	MBC 550	14126597		851	XBD-8	MICRO	1704	PO&T		03/84
17	BROTHER	DX 15	M31828321		851	XBD-8	PRINTER	0	PO&T		03/84
17	SANYO	CRT-36	18117904		851	XBD-8	MONITOR	0	PO&T		03/84
17	SANYO		14126640		851	XBD-8	KEY BOARD	0	PO&T		03/84
18	SANYO	MBC 555	18223158		851	XIA-2	MICRO	1704	COMPTROLLER		03/84
18	BROTHER	DX 15	18223191		851	XIA-2	KEYBOARD	0	COMPTROLLER		03/84
18	ZENITH	ZUM 123	1032263		851	XIA-2	PRINTER	0	COMPTROLLER		03/84
19	SANYO	MBC 550	14126628		851	XIA-2	MONITOR	0	COMPTROLLER		03/84
19	BROTHER	DX 15	31824983	F7524	1006		MICRO	1704	BLOOD BANK		03/84
19	ZENITH	ZUM 123	1030954	F7524	1006		PRINTER	0	BLOOD BANK		03/84
19	SANYO		14126516		1006		MONITOR	0	BLOOD BANK		03/84
20	TELEVIDEO	TS 803	840308116	F0519	851		KEY BOARD	0	BLOOD BANK		03/84
20	TEC		041108	F0520	851		MICRO	1996	CREDITIALING		05/84
21	TELEVIDEO	TS 802 H	840301476	C5089	851	XIA-5	PRINTER	1150	CREDITIALING		05/84
21	TEC		54956		851	XIA-5	MICRO	1996	PROPERTY MGT		05/84
22	TELEVIDEO	TS 803	840303476		851	9-2	PRINTER	805	PROPERTY MGT		05/84
22	MPI	150	54957		851	9-2	MICRO	1996	NURSING SERVICE		05/84
23	IBM PC	PC	1369000	F0351	851	XBG-3	PRINTER	805	NURSING SERVICE		05/84
23	IBM		0975245	F0353	851	XBG-3	MICRO	2400	FOOD SERVICE		10/84
23	EPSON	MX-100	32370	F3458	851	XBG-3	MONITOR	0	FOOD SERVICE		10/84
24	IBM		972375	F0352	851	XIA-8	PRINTER	600	FOOD SERVICE		01/85
24	IBM-PC	5150	15198895	F4029	851	XIA-8	MICRO	400	LIBRARY		10/84
								2200	LIBRARY		01/85

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SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
24	IBM	5151	0470436	F4028	851	XIA-8	MONITOR	0	LIBRARY		01/85
24	RIXON	212A	5101594	F4448	851	XIA-8	MODEM	300	MED LIBRARY		01/85
25	IBM-PC	5150	15201265		851	XID-23	MICRO	2200	SOCIAL WORK SERVICE		01/85
25	IBM	5151	228908		851	XID-28	MONITOR	0	SOCIAL WORK SERVICE		01/85
25	IBM	5152	0053892		851	XID-28	PRINTER	300	SOCIAL WORK SERVICE		01/85
26	IBM-PC	5150	15227765	F4031	1002	136	MICRO	2200	PREVENTIVE MEDECINE		01/85
26	IBM	5151	0442518	F4030	1002	136	MONITOR	600	PREVENTIVE MEDECINE		01/85
26	EPSON	MX-100	033075	F3459	1002	136	PRINTER	2200	PREVENTIVE MEDECINE		01/85
27	IBM-PC	5150	1526392		851	XIK-29	MICRO	2200	COMPTROLLER		1/85
27	IBM	5151	0461381		851	XIK-29	MONITOR	0	DERATOLOGY		01/85
27	EPSON	RX-80	0054593		851	XIK-29	PRINTER	300	DERATOLOGY		01/85
28	IBM-PC	5150	1312085	F3434	851	XIA-6	MICRO	2200	COMPTROLLER		12/84
28	IBM	5151	0395235	F3460	851	XIA-6	MONITOR	600	COMPTROLLER		12/84
28	EPSON	RX-100	051690	F5167	851	XIA-6	PRINTER	0	AUDIOLOGY		01/85
29	LEADING EDGE	MP-16732	018355		*****	TRAILER	MICRO	0	AUDIOLOGY		01/85
29	ZENITH	2VM-124	U9433958		*****	TRAILER	MONITOR	0	AUDIOLOGY		01/85
29	ETC	8510	BP304988	F3472	*****	TRAILER	PRINTER	300	AUDIOLOGY		01/85
29	KEYTRONIC	IC85150	614243	F3471	*****	TRAILER	PRINTER	300	AUDIOLOGY		01/85
30	SPERRY		R22253	F6278	851	XIF-3	MICRO	0	PERSONNEL		02/85
30	SPERRY		R30346	F6277	851	XIF-3	MONITOR	0	PERSONNEL		02/85
30	SPERRY		88202		851	XIF-3	PRINTER	0	PERSONNEL		02/85
30	DEI		2803		851	XIF-3	MODEM	0	PERSONNEL		02/85
31	IBM-PC	5150	1485852	F3466	1002	316	MICRO	2200	AUDIOLOGY		02/85
31	IBM	5150	0414570	F3461	1002	316	MONITOR	0	AUDIOLOGY		02/85
31	EPSON	MX-100	33085	F3462	1002	316	PRINTER	700	AUDIOLOGY		02/85
32	IBM-PC	5151	1484880		851		MICRO	2200	PAD		03/85
32	IBM	5150	0414560		851		MONITOR	0	PAD		03/85
32	EPSON	MX-100	033069		851		PRINTER	300	PAD		03/85
33	IBM-PC	5150	1521268	F4032	851	XIA-16	MICRO	2200	COMPTROLLER		02/85
33	IBM	5150	0470438	F4033	851	XIA-16	MONITOR	0	COMPTROLLER		02/85
33	IBM	5152	0901569	F3435	851	XIA-16	PRINTER	0	COMPTROLLER		02/85
34	IBM-PC		24357	F3476	851	XIB-1	MICRO	0	TRANSCRIPTION		02/85
34	IBM DISK DRIVE	5271	005-8081		851	XIB-1	DISK DRIVE	0	TRANSCRIPTION		02/85
34	IBM PRINTER	D9226	5218-11000	F3498	851	XIB-5	PRINTER	0	TRANSCRIPTION		02/85
34	IBM KEYBOARD		33838	F3474	851	XIB-1	KEYBOARD	0	TRANSCRIPTION		02/85
34	IBM-PC		25662	F3500	851	XIB-1	MICRO	0	TRANSCRIPTION		02/85
34	IBM DISK DRIVE		005-8079	F3499	851	XIB-1	DISK DRIVE	0	TRANSCRIPTION		02/85
34	IBM PRINTER		D9227	F3497	851	XIB-1	PRINTER	0	TRANSCRIPTION		02/85
34	IBM KEYBOARD		33846	F3501	851	XIB-1	KEYBOARD	0	TRANSCRIPTION		02/85
34	IBM-PC		34210	F3486	851	XIB-1	MICRO	0	TRANSCRIPTION		02/85
34	IBM DISK DRIVE		005-8050	F3482	851	XIB-1	DISK DRIVE	0	TRANSCRIPTION		02/85
34	IBM KEYBOARD		33630	F3491	851	XIB-1	KEYBOARD	0	TRANSCRIPTION		02/85
34	IBM-PC		32211	F3488	851	XIB-3	MICRO	0	TRANSCRIPTION		02/85
34	IBM DISK DRIVE		005-8087	F3484	851	XIB-3	DISK DRIVE	0	TRANSCRIPTION		02/85
34	IBM PRINTER		D9228	F3480	851	XIB-3	PRINTER	0	TRANSCRIPTION		02/85
34	IBM KEYBOARD		33623	F3492	851	XIB-1	KEYBOARD	0	TRANSCRIPTION		02/85
34	IBM-PC		24355	F3487	851	XIB-5	MICRO	0	TRANSCRIPTION		02/85
34	IBM DISK DRIVE		005-8022	F3483	851	XIB-5	DISK DRIVE	0	TRANSCRIPTION		02/85
34	IBM PRINTER		D9226	F3477	851	XIB-1	PRINTER	0	TRANSCRIPTION		02/85
34	IBM KEYBOARD		03656	F3490	851	XIB-5	KEYBOARD	0	TRANSCRIPTION		02/85

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SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
34	IBM-PC		34203	F3489	851	XIB-5	MICRO	0	TRANSCRIPTION		02/85
34	IBM DISK DRIVE		005-8023	F3485	851	XIB-5	DISK DRIVE	0	TRANSCRIPTION		02/85
34	IBM PRINTER		D9224	F3478	851	XIB-5	PRINTER	0	TRANSCRIPTION		02/85
34	IBM KEYBOARD		33625	F3493	851	XIB-5	KEYBOARD	0	TRANSCRIPTION		02/85
35	IBM PRINTER		D9229	F3481	851	XIB-1	PRINTER	0	TRANSCRIPTION		02/85
36	DIGITAL	VT-240	HK13534		1002	127	TERMINAL	0	PREVENTIVE MED		02/85
36	DIGITAL	LA 50R	TCD4650A	C5347	1002	136	PRINTER	0	PREVENTIVE MED		04/85
37	IBM	5160	5522146		851	NIH-19	MICRO	0	NUCLEAR MEDICINE		07/85
37	ZENITH		1404929		851	NIH-19	MONITOR	0	NUCLEAR MEDICINE		07/85
37	EPSON	RX80	555361		851	NIH-19	PRINTER	0	NUCLEAR MEDICINE		07/85
39	IBM-PC	5150	6141626		6602	38	MICRO	0	DRUG AND ALCOHOL		10/85
39	IBM		699036		6602	14	MONITOR	0	DRUG AND ALCOHOL		10/85
39	OKIDATA		0006924	60373	6602	14	PRINTER	0	DRUG AND ALCOHOL		10/85
39	IBM-PC	5150	6137387		6602	16	MICRO	0	DRUG AND ALCOHOL		10/85
39	IBM		3669096		6602	16	MONITOR	0	DRUG AND ALCOHOL		10/85
39	DIABLO	D 25	021182		6602	16	PRINTER	0	DRUG AND ALCOHOL		10/85
40	WYSE PC	WY 1100-1	1000002456		1003		MICRO	1746	BLOOD BANK		05/86
40	SILVER REED	EXP 550	CKPT4550	62793	1003		PRINTER	396	BLOOD BANK		05/86
40	INDEX	310-A	6080773	63792	1003		MONITOR	200	BLOOD BANK		05/86
41	WYSE PC	WY 1100-1	1001000272	63805	2000		MICRO	1746	GRAVEN DENTAL CLINIC		05/86
41	INDEX	310-A	6100589	63809	2000		PRINTER	200	GRAVEN DENTAL CLINIC		05/86
41	SILVER REED	EXP 550	R5053684	63907	2000		PRINTER	396	GRAVEN DENTAL CLINIC		05/86
42	INDEX	310-A			851		MONITOR	0	HOSPITAL DENTAL CLIN		06/86
42	SILVER REED	EXP 550			851		PRINTER	0	HOSPITAL DENTAL CLIN		06/86
43	WANG		445388	64577			PRINTER	0	PREVENTIVE MEDICINE	HHMS	2/87
43	WANG	PM005	2X2767	64574			MONITOR	0	PREVENTIVE MEDICINE	HHMS	2/87
43	WANG	PM005	2X2956	64575	1002		MONITOR	0	PREVENTIVE MEDICINE	HHMS	2/87
43	WANG	PC-XC4-2	032750	64572	1002		MICRO	0	PREVENTIVE MEDICINE	HHMS	2/87
43	WANG	PC-XC4-2	032740	64573	1002		MICRO	0	PREVENTIVE MEDICINE	HHMS	2/87
43	WANG		434118	64576			PRINTER	0	PREVENTIVE MEDICINE	HHMS	2/87
44	WANG	PC-XC4-2	022560	64557			MICRO	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PM005	2X1944	64562			MONITOR	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PC-XC4-2	020330	64558			MICRO	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PC-XC4-2	020120	64559			MICRO	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PM005	2U3431	64420			MONITOR	0	HEARING CONSERVATION	HEARS	12/86
44	WANG	PM005	2X0571	64421			MONITOR	0	HEARING CONSERVATION	HEARS	12/86
44	WANG	725-2740	00201	64422			PUR COND	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	725-2740	00205	64423			PUR COND	0	HEARING CONSERVATION	HEARS	2/87
44	WANG		013030	64418			MICRO	0	HEARING CONSERVATION	HEARS	2/87
44	WANG		012530	64419			MICRO	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PM005	2X1900	64563			MONITOR	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PM005	2X1927	64564			MONITOR	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	725-2740	64567	64567			PUR COND	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	725-2740	64568	64568			PUR COND	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	725-2740	64569	64569			PUR COND	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PC-XC4-2	040180	64561			PUR COND	0	HEARING CONSERVATION	HEARS	2/87
44	WANG	PM005	2X1915	64566			MICRO	0	HOWLEY	HEARS	2/87
44	WANG	725-2740	64571	64571			MONITOR	0	HOWLEY	HEARS	2/87
44	WANG	PC-XC4-2	040180	64570			PUR COND	0	HOWLEY	HEARS	2/87
44	WANG	PM005	1916	64565			MONITOR	0	JEFFERSON PRV GROUND	HEARS	2/87



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SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
44	WANG	725-2740	64570	64570			PWR COND		0 JEFFERSON PRV	GROUND HEARS	2\87
45	INTEL	310					MINI		0 DC-7		
45	INTEL	310			851		MINI		0 PATHOLOGY		
46	ITT	PC					MICRO		0 DC-7		
47	WYSE	PC					MICRO		0 DC-7		
48	IBM-PC	5150	N1778831	60694	851	X1A-19	MICRO		0 DEPT OF NURSING		12/85
48	IBM	5151	0973554	63303	851	X1A-19	MONITOR		0 DEPT OF NURSING		12/85
48	BROTHER	HR 25	051252717	F8336	851	X1A-19	PRINTER	620	DEPT OF NURSING		12/85
49	IBM-PC	5150	1839838	60691	851	7-	MICRO		0 DEPT OF MEDICINE		10/85
49	IBM	5151	0929391	F3436	851	7-	MONITOR		0 DEPT OF MEDICINE		10/85
49	BROTHER	HR 25	051252736	F8334	851	7-	PRINTER		0 DEPT OF MEDICINE		10/85
50	ZENITH	284					MICRO		0 VETERINARY		
50							PRINTER		0 VETS		APR87
50							MONITOR		0 VETS		APR87
51	ZENITH	2248	7344E0490		851	X1E-1	PRINTER		0 CSD	CHCS	FEB87
51	XEROX	4020	005169		851	X1E-1	PRINTER		0 CSD	CHCS	APR87
51	ZENITH		95290030		851	X1E-1	MONITOR		0 CSD	CHCS	JAN87
90	BURROUGHS	B-1955-1SY			851	NBD-24	SYSTEM	78705	DPD		10/08
90	BURROUGHS	B-1955-1CP	111951190		851	NBD-24	CPU		0 DPD		10/08
90	BURROUGHS	B-1155-256	111951166		851	NBD-24	256K MEM		0 DPD		10/08
90	BURROUGHS	B-1155-256	111951174		851	NBD-24	256K MEM		0 DPD		10/08
90	BURROUGHS	B-1650-6			851	NBD-24	STDDIRASY9	1752	DPD		10/08
90	BURROUGHS	B-1348-52			851	NBD-24	CNSL CONT		0 DPD		10/08
90	BURROUGHS	B-1486-1			851	NBD-24	B/P CONTR		0 DPD		10/08
90	BURROUGHS	B-1352			851	NBD-24	B-LINE MLC		0 DPD		10/08
90	BURROUGHS	B-1115			851	NBD-24	READ CONT	2063	DPD		05/08
90	BURROUGHS	B-1495-35	101611225		851	NBD-24	PE/MRZ CON	9639	DPD		05/08
90	BURROUGHS	B-9499-52	141086496		851	NBD-24	DDEC	17464	DPD		05/08
90	BURROUGHS	B-9999-4	NO SER NUM		851	NBD-24	TAPE CONT	696	DPD		05/08
90	BURROUGHS	B-1491	NO SER NUM		851	NBD-24	NRZ CONT		0 DPD		05/08
90	BURROUGHS	B-9361-23	132291488		851	NBD-24	CONS DISP	2788	DPD		05/08
90	BURROUGHS	B-9116	159555245		851	NBD-24	600CPMREAD	58	DPD		12/08
90	BURROUGHS	B-9484-51	322164211		851	NBD-24	DSK DR 130	18900	DPD		12/08
90	BURROUGHS	B-9484-41	196100945		851	NBD-24	DSK DR 402	22680	DPD		12/08
90	BURROUGHS	B-9494-41	141332411		851	NBD-24	DSK DR 402	22680	DPD		05/08
90	BURROUGHS	AP-1340	191224336		851	NBD-24	AUX PRINT		0 DPD		05/08
90	BURROUGHS	AA-1340	191224427		851	NBD-24	AUX PRINT		0 DPD		05/08
90	BURROUGHS	B-9246-6	303249585		851	NBD-24	600LPMPRINT	13230	DPD		05/08
90	BURROUGHS	9246-6	303276448		851	NBD-24	600LPMPRINT	13230	DPD		05/08
90	BURROUGHS		101611226		851	NBD-24	TAPE CONT		0 DPD		05/08
90	BURROUGHS	B-9495-82	101121796		851	NBD-24	TAPE DRIVE	16290	DPD		05/08
90	BURROUGHS	B-9495-82	101121804		851	NBD-24	TAPE DRIVE	16290	DPD		05/08
90	BURROUGHS	B-9212	420636-004		851	NBD-24	CARD PUNCH	22693	DPD		05/08
90	BURROUGHS	AP-1340	189835192		851	NBD-24	AUX PRINT	3231	DPD		03/08
90	BURROUGHS	ET-1100	323110114		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323110098		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323110080		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323109819		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323109579		851	NBD-24	12"DISPLAY	16263	DPD		10/08

COMPUTER INVENTORY IACH

SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
90	BURROUGHS	ET-1100	32310106		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323109587		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323109835		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323109843		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	ET-1100	323109827		851	NBD-24	12"DISPLAY	16263	DPD		10/08
90	BURROUGHS	BET-KB	323146670		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323127621		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323118794		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323094854		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323145979		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323127019		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323093765		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323094144		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	BET KB	323118810		851	NBD-24	ALPHA KBRD	222	DPD		10/08
90	BURROUGHS	MT 985	182354068		851		12" TERMIN	1791	DPD		03/08
90	BURROUGHS	MT 985	182354050		851		12" TERMIN	1791	DPD		03/08
90	BURROUGHS	MT 985	182096578		851		12" TERMIN	1791	DPD		03/08
90	BURROUGHS	MT 985	181705831		851	NBD-25	ALPHA KBRD	0	DPD		03/08
90	BURROUGHS				851		ALPHA KBRD	0	DPD		03/08
90	BURROUGHS	TP 130	183328591		851		ALPHA KBRD	396	DPD		05/08
90	BURROUGHS	TP 130	183238575		851		ALPHA KBRD	396	DPD		05/08
90	BURROUGHS	CP-10004	314025776		851		MODEM	1800	DPD		03/08
90	BURROUGHS	CT-10004	314024621		851	NBD-24	MODEM	1800	DPD		03/08
90	BURROUGHS	CT-10004	314025338		851	NBD-24	MODEM	1800	DPD		03/08
90	BURROUGHS	CT-10004	314025479		851	NBD-24	MODEM	1800	DPD		03/08
90	BURROUGHS	CT-10004	314023305		851	NBD-24	MODEM	1800	DPD		03/08
90	BURROUGHS	CT-10004	314025701		851	NBD-24	MODEM	1800	DPD		03/08
90	BURROUGHS	CT-10004	314025339		851	NBD-24	MODEM	1800	DPD		03/08
90	BURROUGHS	CT-10004	314025310		851	NBD-24	MODEM	1800	DPD		03/08
90	BURROUGHS	BET-KB	323093401		851	NBD-24	ALPHA KBRD	222	DPD		10/08
91	DIGITAL	LA1002A	PNV6407	G3604	851	XBB-4A	PRINTER	813	A&D	AQCESS	02/86
91	DIGITAL	LA1002A	PNT1763	G3605	851	XBB-4A	PRINTER	813	A&D	AQCESS	02/86
91	DIGITAL	VT220A2	KG04457	G3613	851	XBB-4A	TERMINAL	469	A&D	AQCESS	02/86
91	DIGITAL	VT220A2	KG04449	G3614	851	XBB-4A	TERMINAL	469	A&D	AQCESS	02/86
91	DIGITAL	VT220A2	KG04473	G3615	851	XBB-4A	TERMINAL	469	A&D	AQCESS	02/86
91	DIGITAL	VT22KAA	B055104JC5	G3627	851	XBB-4A	KEYBOARD	86	A&D	AQCESS	02/86
91	DIGITAL	VT22KAA	B0530030R1	G3628	851	XBB-4A	KEYBOARD	86	A&D	AQCESS	02/86
91	DIGITAL	VT22KAA	B0530058C5	G3630	851	XBB-4A	KEYBOARD	86	A&D	AQCESS	02/86
91	DIGITAL	11/84BA	86041055X	G3632	851	NBD-25	CPU	37140	DPD	AQCESS	02/86
91	DIGITAL	TU80AA	SPH2729	G3633	851	NBD-25	TAPE DRIVE	11000	DPD	AQCESS	02/86
91	DIGITAL	RU80	CX08856	C3593	851	NBD-25		0	DPD	AQCESS	02/86
91	DIGITAL	H9642FC	AS01302	G3594	851	NBD-25	CABINET	2050	DPD	AQCESS	02/86
91	DIGITAL	LA1008A	PNW9531	G3595	851	NBD-25	CONSOLE	2195	DPD	AQCESS	02/86
91	DIGITAL	S1103	C511729C00	G3596	851	NBD-25	UPS EXIDE	10050	DPD	AQCESS	01/87
91	DIGITAL	VT22KAA	B052503LU8	G3633	851	X1A-27	KEYBOARD	86	INPATIENT	AQCESS	02/86
91	DIGITAL	V22KAA	B0530058D4	G3634	851	X1A-27	KEYBOARD	86	INPATIENT	AQCESS	02/86
91	DIGITAL	VT22KAA	B052508914	G3635	851	X1A-27	KEYBOARD	86	INPATIENT	AQCESS	02/86
91	DIGITAL	VT22KAA	B053005J36	G3636	851	X1A-27	KEYBOARD	86	INPATIENT	AQCESS	02/86
91	DIGITAL	VT22KAA	B055103TJ9	G3637	851	X1A-27	KEYBOARD	86	INPATIENT	AQCESS	02/86

COMPUTER INVENTORY IACH

SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
91	DIGITAL	VT22KAA	B053003L11	G3638	851	X1A-27	KEYBOARD	86	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	LA100ZA	PN25613	G3609	851	X1A-29	PRINTER	813	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	LA100ZA	PN37223	G3610	851	X1A-29	PRINTER	813	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	VT220A2	KG04493	G3619	851	X1A-27	TERMINAL	469	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	VT220A2	KG04483	G3620	851	X1A-27	TERMINAL	469	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	VT220A2	KG04443	G3621	851	X1A-27	TERMINAL	469	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	VT220A2	KG04478	G3622	851	X1A-27	TERMINAL	469	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	VT220A2	KG04487	G3623	851	X1A-27	TERMINAL	469	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	VT220A2	KG04470	G3624	851	X1A-27	TERMINAL	469	INPATIENT RECORDS	ACCESS	02/86
91	DIGITAL	LA100ZA	PN25109	G3607	851	XBB-7	PRINTER	813	MSA	ACCESS	02/86
91	DIGITAL	LA100ZA	PNV5533	G3608	851	XBB-7	PRINTER	813	MSA	ACCESS	02/86
91	DIGITAL	VT220A2	KG04482	G3612	851	XBB-7	TERMINAL	469	MSA	ACCESS	02/86
91	DIGITAL	VT220A2	KG04446	G3617	851	XBB-7	TERMINAL	469	MSA	ACCESS	02/86
91	DIGITAL	VT220A2	KG04447	G3618	851	XBB-7	TERMINAL	469	MSA	ACCESS	02/86
91	DIGITAL	VT22KAA	B055103307	G3626	851	XBB-7	KEYBOARD	86	MSA	ACCESS	02/86
91	DIGITAL	VT22KAA	B053006NS6	G3631	851	XBB-7	KEYBOARD	86	MSA	ACCESS	02/86
91	DIGITAL	VT220A2	B052909CJ8	G3632	851	XBB-7	TERMINAL	469	PAD	ACCESS	02/86
91	DIGITAL	VT22KAA	KG04481	G3625	851	XBB-7	KEYBOARD	86	PAD	ACCESS	02/86
91	DIGITAL	VT220A2	B052505307	G3639	851	X1C-21	PRINTER	813	GA	ACCESS	02/86
91	DIGITAL	LA100ZA	PNV6867	G3606	851	X1C-21	TERMINAL	469	GA	ACCESS	02/86
91	DIGITAL	VT220A2	KG04494	G3615	851	X1C-21	KEYBOARD	86	GA	ACCESS	02/86
91	DIGITAL	VT22KAA	B053003JK2	G3629	851	X1C-21	KEYBOARD	86	GA	ACCESS	02/86
92	DEC	8220	875800		851		TERM/UKSTN	0		UAC	2/86
92	DEC	8228	877343		851		TERM/UKSTN	0		UAC	
92	DEC	9628	785506		851	AMD OP WIN	FRNT LABEL	0	ANN WISEMAN	UAC	
92	DEC	9628	785507		851		FRNT LABEL	0	CHIEF NURSE	UAC	
92	DEC	8220	877219		851		TERM/UKSTN	0	CHIEF NURSE	UAC	
92	DEC	9621	809369		851		PNT 160CPS	0	CIVILLIAN PERSONEL	UAC	
92	DEC	8220	877345		851		TERM/UKSTN	0		UAC	
92	DEC	8220	875709		851	MIDDLE	TERM/UKSTN	0	CRMO	UCA	
92	DEC	6040	820007		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	6661	837852		851	NBD-25	MODEM	0	DPD	UCA	
92	DEC	6663	828760		851	NBD-25	MODEM	0	DPD	UCA	
92	DEC	9257	839972		851	NBD-25	PRINTER	0	DPD	UCA	
92	DEC	9462	847797		851	NBD-25	COMM ADAPT	0	DPD	UCA	
92	DEC	9481	870167		851	NBD-25	MFUNC COMM	0	DPD	UCA	
92	DEC	9484	778261		851	NBD-25	HUB 8 PORT	0	DPD	UCA	
92	DEC	9586	890685		851	NBD-25	TAPE 800/1	0	DPD	UCA	
92	DEC	4755	850729		851	NBD-25	256K SYST	0	DPD	UCA	
92	DEC	8605	893240		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	8605	893241		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	8605	893244		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	8605	893243		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	8605	893246		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	9484	778262		851	NBD-25	HUB 8 PORT	0	DPD	UCA	
92	DEC	6660	773317		851	NBD-25	MODEM	0	DPD	UCA	
92	DEC	4755	850728		851	NBD-25	256K SYST	0	DPD	UCA	
92	DEC	8605	893242		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	8605	893247		851	NBD-25	256K PROC	0	DPD	UCA	
92	DEC	0546	893240		851	NBD-25	KIT UPGRD	0	DPD	UCA	

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COMPUTER INVENTORY IACH

SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
92 DEC		0546	893241		851	NBD-25	KIT UPGD	0	DPD	UCA	
92 DEC		0546	893244		851	NBD-25	KIT UPGD	0	DPD	UCA	
92 DEC		0546	893243		851	NBD-25	KIT UPGD	0	DPD	UCA	
92 DEC		0546	893246		851	NBD-25	KIT UPGD	0	DPD	UCA	
92 DEC		0546	893242		851	NBD-25	KIT UPGD	0	DPD	UCA	
92 DEC		0546	893247		851	NBD-25	KIT UPGD	0	DPD	UCA	
92 DEC		01 & 02	787962		851	NBD-25	DISK PACK	0	DPD	UCA	
92 DEC		03 & 04	787967		851	NBD-25	DISK PACK	0	DPD	UCA	
92 DEC			841722		851	NBD-25	CONT CNSL	0	DPD	UCA	
92 DEC		9621	809361		851		PNT 160CPS	0	DPD	UCA	
92 DEC		8220	875771		851		TERM/WKSTN	0	FIFTH FLOOR	UCA	
92 DEC		9621	809367		851		PNT 160CPS	0	FIFTH FLOOR	UCA	
92 DEC		8220	877186		851		TERM/WKSTN	0	FORCE DEVELOPEMENT	UCA	
92 DEC		9621	809358		851		PRINTER	0	FOURTH FLOOR	UCA	
92 DEC		8220	877346		851		TERM/WKSTN	0	FOURTH FLOOR	UCA	
92 DEC		8220	875710		851	CRMO	TERM/WKSTN	0	HELGA	UCA	
92 DEC		8220	877233		851	CRMO	TERM/WKSTN	0	M RITA	UCA	
92 DEC		8220	875235		851		TERM/WKSTN	0	MIL PERS	UCA	
92 DEC		8220	877230		851		TERM/WKSTN	0	NUCLEAR MEDICINE	UCA	
92 DEC		9628	785508		851		PNT LABEL	0	NUCLEAR MEDICINE	UCA	
92 DEC		8220	877165		851		TERM/WKSTN	0	PATHOLOGY	UCA	
92 DEC		8220	877241		851		TERM/WKSTN	0	PATHOLOGY	UCA	
92 DEC		8220	877281		851		TERM/WKSTN	0	PATHOLOGY-ANATOMICAL	UCA	
92 DEC		8220	877344		851		TERM/WKSTN	0	PATHOLOGY-MICRO	UCA	
92 DEC		8220	875708		851		TERM/WKSTN	0	PATHOLOGY/BLOOD BANK	UCA	
92 DEC		9628	785505		851		PNT LABEL	0	PHARM INPATIENT	UCA	
92 DEC		8220	877182		851	NBE-7A	TERM/WKSTN	0	PHARMACY	UCA	
92 DEC		8220	877234		851	NBE-7A	TERM/WKSTN	0	PHARMACY	UCA	
92 DEC		9628	785509		851	VAULT	PNT LABEL	0	PHARMACY	UCA	
92 DEC		8220	877347		851	NBE-7A	TERM/WKSTN	0	PHARMACY-WINDOW	UCA	
92 DEC		8220	877228		851		TERM/WKSTN	0	RADIOLOGY	UCA	
92 DEC		9628	785510		851		PNT LABEL	0	RADIOLOGY	UCA	
92 DEC		8220	875772		851		TERM/WKSTN	0	SECOND FLOOR	UCA	
92 DEC		9621	809364		851		PNT 160CPS	0	SECOND FLOOR	UCA	
92 DEC		8220	877229		851		TERM/WKSTN	0	SEVENTH FLOOR	UCA	
92 DEC		9621	809362		851		PNT 160CPS	0	SEVENTH FLOOR	UCA	
92 DEC		8220	877184		851		TERM/WKSTN	0	SIXTH FLOOR	UCA	
92 DEC		9621	809365		851		PNT 160CPS	0	SIXTH FLOOR	UCA	
92 DEC		9621	809359		851		PRINTER	0	THIRD FLOOR	UCA	
92 DEC		9621	809360		851		PRINTER	0	THIRD FLOOR	UCA	
92 DEC		8220	877163		851		TERM/WKSTN	0	THIRD FLOOR	UCA	
92 DEC		8220	877236		851		TERM/WKSTN	0	THIRD FLOOR	UCA	
92 DEC		4276	FL01531		851	XBB4A	TERMINAL	0	A&D	UCA	07/82
99 RACAL		R4185D-1/A	4373612		851	XIA-5	PRINTER	0	COMPTROLLER	UCA	05/84
99 RAYTHEON		R2078-2M/D	451705R		851	XIA-5	TERMINAL	0	COMPTROLLER	UCA	05/84
99 RAYTHEON		R 8185	418472 E		851	X6F 3	PRINTER	0	ENGINEERS	UCA	11/84
99 RAYTHEON		R 4078 D	489156 D		851	X6F 3	TERMINAL	0	ENGINEERS	UCA	11/84
99 IBM		129	9197140		851	NBD-25	CARD PUNCH	4708	IMO	UCA	01/80
99 UNIVAC		1610	C28073		851	NBD-25	CARD PUNCH	7000	IMO	UCA	01/80
99 UNIVAC		1610	10163		1022	208-A	CARD PUNCH	0	MATERIEL BRANCH	UCA	01/80

COMPUTER INVENTORY IACH

SIN	MANUFACTURER	MODEL	SER NUM	BARCODE	BLDG	ROOM	TYPE	VALUE	USER	SYSTEM	INSTL
99	UNIVAC	1610	10755		1022		CARD PUNCH	2999	MATERIEL BRANCH		01/80
99	UNIVAC	1810	60806		1022	208-A	CARD PUNCH	0	MATERIEL BRANCH		06/85
99	RAYTHEON	R 8185	461754 T		851	9-49	PRINTER	0	MED HOLD		11/84
99	RAYTHEON	R 4078 D	491950 V		851	9-49	TERMINAL	0	MED HOLD		11/84
99	RAYTHEON	R 4078 D	489149 N		851	XBA 12	TERMINAL	0	MED MAINTENANCE		11/84
99	RACAL	4276	FL01662		851	NBF-25	TERMINAL	0	OUTPATIENT RECORDS		07/82
99	RACAL	4276	FL01657	C4907	851	NBF-25	TERMINAL	0	OUTPATIENT RECORDS		07/82
99	RAYTHEON	R 8185	4615294		851	X1F 3	PRINTER	0	PERSONNEL		11/84
99	RAYTHEON	R 4078 D	496832 J		851	X1F 3	PRINTER	0	PERSONNEL		11/84
99	TI SILENT 700	745	474679338	C3634	1002	45	TERMINAL	1350	PREVENTIVE-MED		06/82
99	IBM	059	A2792		1022		TERMINAL	2400	PROPERTY MGT		01/74
99	RAYTHEON	R 8185	410490 X		851	NBD 7	PRINTER	0	PROPERTY MGT		11/84
99	RAYTHEON	R 4078 D	496838 M		851	NBD 7	TERMINAL	0	PROPERTY MGT		11/84

Appendix E  
CHCS Newsletters



# COMPOSITE HEALTH CARE SYSTEM



## M.I.S. IRELAND AN EDUCATIONAL PAPER ABOUT OUR MEDICAL INFORMATION SYSTEM (MIS)

### C.H.C.S. WHAT IS IT?

The Composite Health Care System (CHCS) is a state-of-the-art information management system designed specifically for DoD hospitals and medical clinics. It is dynamic, easy to use, flexible, reliable and secure. It provides health care professionals and staff with a means for administering the wide range of services offered by both large and small facilities, as well as for meeting DoD regulations, communicating easily with the DEERS, and responding rapidly to mobilization and disaster situations.

But, most importantly, CHCS offers more efficient and more personalized health care to the millions of patients who rely on the military medical services.

Today's world is a world fueled by information. And no facet of our society is more dependent on accurate, reliable information than the medical profession. That is why CHCS is so valuable to the military medical services.

**THE COMPOSITE HEALTH CARE SYSTEM.**  
Pamphlet by TRIMIS Program Office,  
Bethesda, MD

### DEAR ABACUS ???? QUESTIONS ????

Dear Abacus is intended to answer questions that you may have about our new computer system and it will be a regular section of this information paper. If you have a question, just jot it down and send it through distribution to:

Dear Abacus  
Nursing Education & Staff Development  
HSXM-DCN-E

### LTC Hill Named C.H.C.S. Program Director

LTC James Hill has been appointed as the CHCS Program Director for the implementation of our new computer information system. He is responsible for the overall planning, coordination, implementation and installation of the new system. Other key individuals are:

- MAJ Mervis, Site Prep Project Officer
- MAJ Dempsher, Physician Project Officer
- MAJ Gray, Nursing Project Officer
- CPT James, Information Management Officer
- Mrs. Davidson, Data Processing
- Mr. Skaggs, Comptroller

These people are representing our best interests in making our computer information system work for us in the best way possible. Let us give them our full support.

SFC R. A. Bowman

### C.H.C.S. WHAT WILL IT DO?

CHCS meets objectives essential to administrative and medical staffs of all military medical facilities, namely:

- To improve the quality of patient care
- To increase the efficiency of operations
- To enhance the accuracy and availability of information, and
- To provide standardized, yet flexible, computer support of essential facility operations.

What makes CHCS such a marked improvement over current information systems is that it is a fully integrated system. It replaces thousands of outmoded standalone computers with a standardized system that gives health care providers direct access to patient records and administrators access to work load data.

CHCS, Pamphlet by TRIMIS Program Office, Bethesda, MD.

### WIN A \$100.00 SAVINGS BOND Name Our Computer Contest

Our new computer system needs a name and a symbol. A contest is now underway that, if the name and rough sketch you submit to the committee wins, you win a \$100.00 Savings Bond. For more complete information contact the Administrative Resident - CPT McGibony at phone number 9825.

To enter the contest submit the name of our new computer system along with a simple drawing. Please put your name, work section and phone number on all items submitted. Send it through distribution to:

Name Our Computer Contest  
Administrative Resident  
HSXM-DAC-R

The deadline for submission is January 26, 1987 at 12:00 o'clock.

**GOOD LUCK!**

I  
A  
CHCS  
H

**IRELAND ARMY COMMUNITY HOSP.**

E-1

I  
A  
CHCS  
H

NUMBER 87-01

JANUARY 12, 1987



# COMPOSITE HEALTH CARE SYSTEM



C.H.I.P.S.  
AN EDUCATIONAL PAPER ABOUT OUR  
MEDICAL INFORMATION SYSTEM

## " C H I P S "

### A WINNER

The name CHIPS (Composite Healthcare Information Program System) was selected from among 32 suggestions submitted for the Name Our Computer Contest. The first place name was submitted by Ms. Kathy Beard. A five-person committee (one Medical Corps Officer, one Army Nurse Corps Officer, one Noncommissioned Officer, one enlisted soldier, and one civilian employee) reviewed the ideas and selected the top three entries. The second place entry was submitted by LTC Hill who suggested "Med CHCS" and third place was submitted by SGT Champeau who suggested "COMPCARE". Ms. Beard will receive a \$100.00 Savings Bond for the winning entry. Thanks to those who took the time and effort to enter the contest.

-----  
by CPT McGibony

Dear Abacus,

What happens with the data in our new system when there is a power interruption?

Signed,  
Energy Conscious

Dear Energy,

Our new system will have an Uninterrupted Power Supply (UPS) system. UPS is a battery backup that will automatically save all data currently in the computer and take the computer down (turn it off) so that there is no loss of information or damage to the computer.

The Abacus

Send questions through distribution to:

Dear Abacus  
Nursing Education & Staff Development  
HSXM-DON-E

## OUTPATIENT PHARMACY 1st TO GO ON LINE

The outpatient pharmacy will be the first area to have "CHIPS" put in and running. The beginning date for the operation of "CHIPS" in the outpatient pharmacy is projected to be the middle of April, 1987. To get to the operational level, there will be many construction projects in the hallways, and in & around the Pharmacy. Training of the Pharmacy personnel will be conducted at the end of March and the beginning of April. The construction project and training will not interfere with Pharmacy services, and will indeed improve the quality of care provided and increase the efficiency of the pharmacy.

Other areas in the Pharmacy and the rest of the hospital will receive "CHIPS" at different times. "CHIPS" will provide a more efficient and accurate method of documenting patient care in all areas of the hospital. This information paper will keep you informed of the progress and projected dates for the implementation of our new computer system - "CHIPS".

-----  
by SFC Bowman

## TERM TALK

**Hardware-** Those parts of a computer that you can see and touch. The computer and the machines that attach to it: the terminal, printer, keyboard and input devices to name a few.

**Software-** Instructions that tell the computer what to do. They are controlled by the main computer. The software that our system has is very "user friendly". That means that it is easy to work with.

---

## IRELAND ARMY COMMUNITY HOSP.





# C. H. I. P. S.



## COMPOSITE HEALTHCARE INFORMATION PROGRAM SYSTEM AN EDUCATIONAL PAPER ABOUT OUR MEDICAL INFORMATION SYSTEM

### COMPUTER ROOM EXPANDED

The determination to expand the existing computer room from 820 square feet to more than 1500 square feet into the data processing office area was made during the middle of December 1986. The preliminary engineering design and architectural review were performed during the balance of December 1986 and January 1987. With the outstanding support from the Directorate of Engineering and Housing (DEH) and from Purchasing and Contracting (P&C), the renovation requirement was opened for bid and bidding was completed on January 30, 1987.

The contract was awarded to the Woodbine Corporation from Louisville, Kentucky. They started the demolition and renovation work on February 9, 1987. The construction project includes a halon fire suppression system, air conditioning, an uninterrupted power supply system, and a specially constructed raised floor as well as other unique requirements for a computer system of the magnitude of CHIPS.

Of course the computer room renovation is only one major portion of the overall project. Completion of the renovation is projected to be March 31, 1987. A ceremony to commemorate the event is being considered. The CHIPS system will be a boost to moral and above all an enhancement to our healthcare delivery system here and throughout the Department of Defense.

by SFC Bowman

### COMPUTERS IN NURSING - A PRACTICAL LOOK -

On March 25 at 1430 hours an inservice about the uses of computers in healthcare will be held in the 9th floor classroom. For more information and reservations call NESDS at 9250.

PS - This is not just for nurses.

### S.A.I.C. HEADS CONTRACTOR TEAM

Science Applications International Corporation (SAIC) heads a team of contractors that will be installing CHIPS at Ireland. Other contractors include Digital Equipment Corporation (hardware), AT&T Federal Systems (communications), and DI-STAR Medical Information Systems (software). SAIC's team is one of four contractor teams developing individual hospital information systems for the Tri-Service Medical Information System (TRIMIS) Program Office and competing for the right to build an information system for all Department of Defense medical facilities worldwide. The other contractor teams are headed by McDonnell-Douglas at Camp Lejeune, NC; by Technicon at Charleston Naval Base, SC; and by Travenol at Sheppard Air Force Base, TX.

by CPT McGibony

Dear Abacus,

In the event CHIPS is not operational for a long time, what do I do when I need to document something?

Sincerely, Trahere

Dear Trahere,

There should not be any prolonged down time. The contract with SAIC calls for 95% to 99% up time. The allowable planned and unplanned down time will be 1 hour and 12 minutes for non-critical functions and just 14 minutes for critical functions every 24 hours. Most planned down time will be in the early morning hours when the use of CHIPS is lowest. There are many backup switching mechanisms that will prevent any prolonged down time. In the most unlikely event of a prolonged down time, a written form of the input would have to be done and then put into CHIPS when it is operational again.

Abacus

## IRELAND ARMY COMMUNITY HOSP.

# C. H. I. P. S. BULLETIN

IRELAND ARMY COMMUNITY HOSPITAL  
FORT KNOX, KENTUCKY 40121

NUMBER 87-04

May 12, 1987

## "C.H.I.P.S., THE MOVIE"

A movie about a computer system? YES, and part of it will be filmed here at Ireland Army Community Hospital. The TRIMIS Project Office is updating it's videotape on the Composite Health Care System and will include film footage from all four of the operational test sites. The film will be used to inform other Department of Defense facilities about CHCS. A film crew will be in the hospital during the middle of May 1987. Keep smiling; you may be caught in the action for "CHIPS, The Movie".

By CPT McGibony

## RIBBON-CUTTING CEREMONY

SET FOR NEW

COMPUTER ROOM

There will be a ribbon-cutting ceremony on 14 May 1987 to dedicate the new computer room. The ceremony will take place immediately following the official opening of the hospital's new CAT scan room scheduled for 0900 hours that day. Guests of honor for the ceremony will be MG Tait, Commander, USA Armor Center and Fort Knox; COL Tilton, Directorate of Engineering and Housing; and Mr. Edlin, Chief, Contract Administration Division, Directorate of Contracting.

By CPT McGibony



## TRAINING

With the addition of CHIPS to Ireland's health care delivery system, comes the opportunity to expand our knowledge and experience. Training of all personnel is a key ingredient in making CHIPS a success. The better the training, the more effective CHIPS will be in improving our health care delivery system.

The CHIPS training area will be in the bay area of Ward 9A. The area is receiving many improvements that will result in an excellent training area with many on-line terminals, and professional trainers employed by the contractor (SAIC) to meet each individual's computer education needs.

The primary method of training will be through computer assisted instruction (CAI). CAI is a method of teaching that allows people to learn at their own pace and to receive help and individual instruction from the trainers as needed. Each person will require a different amount of time to train, depending on their category. Training will be a minimum of two hours for the least technical category of personnel and a maximum of nine hours for the most technical users.

By SFC Bowman

## MUMPS SOFTWARE TO BE USED

Two of the three major units for the CHIPS Central Processing Unit (CPU) have already been installed in the new computer room. Software must be added in order to operate the equipment. The software that will be used is written in MUMPS (Massachusetts General Hospital Multi-Program System) programming language. This language is used by the Veterans Administration system and over 50% of civilian medical facility systems.

By CPT McGibony

FOR THE COMMANDER:

Effective until November 12, 1987

James R. Hill  
LTC, MS  
Program Director



# C. H. I. P. S.



Number 87-05

SERVICE BULLETIN  
IRELAND ARMY COMMUNITY HOSPITAL  
FORT KNOX, KENTUCKY 40121

July 23, 1987

## CHIPS AWAKENED from HIBERNATION

After an apparent lull in activity, the pace is beginning to pick-up again on the implementation of the hospital's new Composite Health Care System. Part of the delay was caused by the testing of the software programs to be used with CHIPS. The "bugs" in a software package must be worked out before the Tri-Service Medical Information System Project Office will approve it for use at Ireland Army Community Hospital. The software for Pharmacy has been approved and the software for Radiology is expected to be approved later this month. Another sign of CHIPS awakening is the data communication lines being strung throughout the hospital. There are approximately 6 miles of cable being used on this project. The lines will connect the computer terminals that will eventually be placed in designated locations.

by CPT McGibony

## TERM TALK

**Cursor:** A blinking character displayed on the screen that tells where your next action will take effect or where the next character typed will appear.

**Hard Copy:** Information printed on paper.

**Database:** That part of our computer system that organizes, stores, retrieves, modifies, and reports information.

## DEAR ABACUS,

I am worried about CHIPS training. Would working on the PLATO computer help prepare me for CHIPS training?

Dear Worried,

Using the PLATO computer terminal would certainly help anyone with their basic understanding of computers and computer terminology. There are many training modules on the PLATO computer that help develop an understanding of computers in general. However, the programs on PLATO will not teach about the CHIPS system. There is some unfortunate news about the PLATO terminal located on the 9th floor in Nursing Education and Staff Development - it is being taken out due to a change of policy at the Fort Knox PLATO Office.

If you have questions for The Abacus, send them through distribution to:

Dear Abacus  
Nursing Education & Staff Development  
HSXM-DON-E

## HELP WANTED

CHIPS is seeking the assistance of a few highly motivated and talented individuals to assist in the assembly of antigravitational devices for printers. For more information and to

**VOLUNTEER!**

Call CPT James at 9894.

FOR THE COMMANDER:

E-5

Expires in 6 months.

James R. Hill  
LTC, MS  
Project Director



# C. H. I. P. S.



Number 87-06

SERVICE BULLETIN  
IRELAND ARMY COMMUNITY HOSPITAL  
FORT KNOX, KENTUCKY 40121

September 9, 1987

GET ON YOUR MARK,  
GET SET,  
GO!

The long awaited training of personnel on CHIPS has started. Pharmacy personnel began the first training sessions on August 17, 1987. Other departments will start training soon, with the majority of personnel trained by February 1988.

The following tentative training plan has been established. Each group will receive training prior to the system coming on line in their work areas. Each individual will attend 2 or 3 sessions with each session lasting approximately 3 hours. Coordination of the specific training times for each individual will be accomplished through the OIC or NCOIC of each area about 3 to 4 weeks in advance of the training. The areas will be trained in the following basic groups:

1. Outpatient Pharmacy, PAD, Patient Appointment System, Radiology, Pathology, and Inpatient Pharmacy.
2. IMC, Dermatology, Allergy, Immunizations, HMC, Inhalation Therapy, Wards 2A(ICU), 7B(Medicine), and 8A(ARD).
3. Psychiatry, Social Work Services, CMHS, Ward 4A(Psychiatric).
4. Pediatric Clinic, Well Baby, EFMP, Ward 3A(Pediatrics), and 3C(NBN).
5. Surgical and Urology Clinic, Opthomology, ENT, Audiology, Optometry, Hospital Dental Clinic, Ward 5B(Surgical), Recovery room, Operating Room, and Anesthesiology.
6. OB/GYN Clinic, Ward 3B(Post Partum), 3D(Labor & Delivery).

7. Orthopedic Clinic, Podiatry, PT, OT, Ward 6B(Orthopedic).

8. ER, GMC.

9. CES, Preventive Medicine, TMC's & ATMC, Food Service, Nutrition Care.

All personnel will receive their training on CHIPS in the newly remodeled training area on the 9th floor, behind Nursing Education & Staff Development. Anyone may come by for a tour of the training area before they begin their training. Training of all personnel is a vital key to making CHIPS a success. The better the training, the more effective CHIPS will be in improving our health care delivery system.

## LEARN MORE ABOUT COMPUTERS

Would you like to know about computers and information systems? There are several sources locally available. The Medical Library has the magazines Computers In Healthcare and Computers In Nursing. In addition, weekly articles on computers and information systems can be found in many professional journals, such as Hospitals and Modern Healthcare. The Information Management Office has more technical magazines: Byte, Info World, Computer World, and PC Tech Journal. Barr Library has several books on the subject. Some of the titles include: Exploring with Computers, The Beginners Guide to Computers, Computer Basics, Meet the Computer, and Computers in Government and the Military. Take the opportunity to review these resources.

Expires in 6 months.

E-6

Contributors:  
CPT McGibony  
SFC Bowman

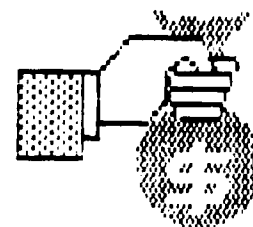
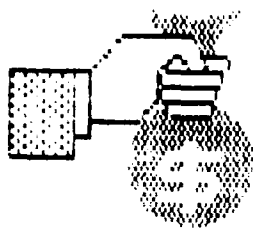
*James R. Hill*  
James R. Hill  
LTC, MS  
Project Director

Appendix F

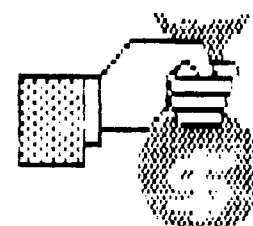
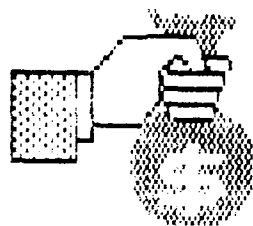
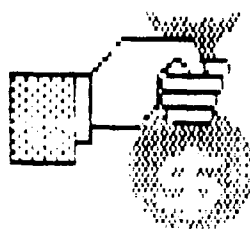
Name the Computer Contest Flyer



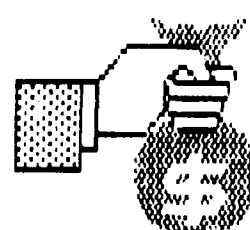
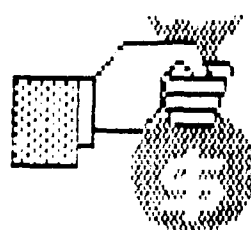
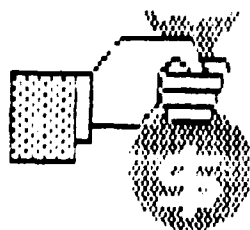
# COMPOSITE HEALTH CARE SYSTEM



**NAME OUR  
COMPUTER  
AND  
WIN!**



**A  
\$100.00  
U.S. SAVINGS BOND**



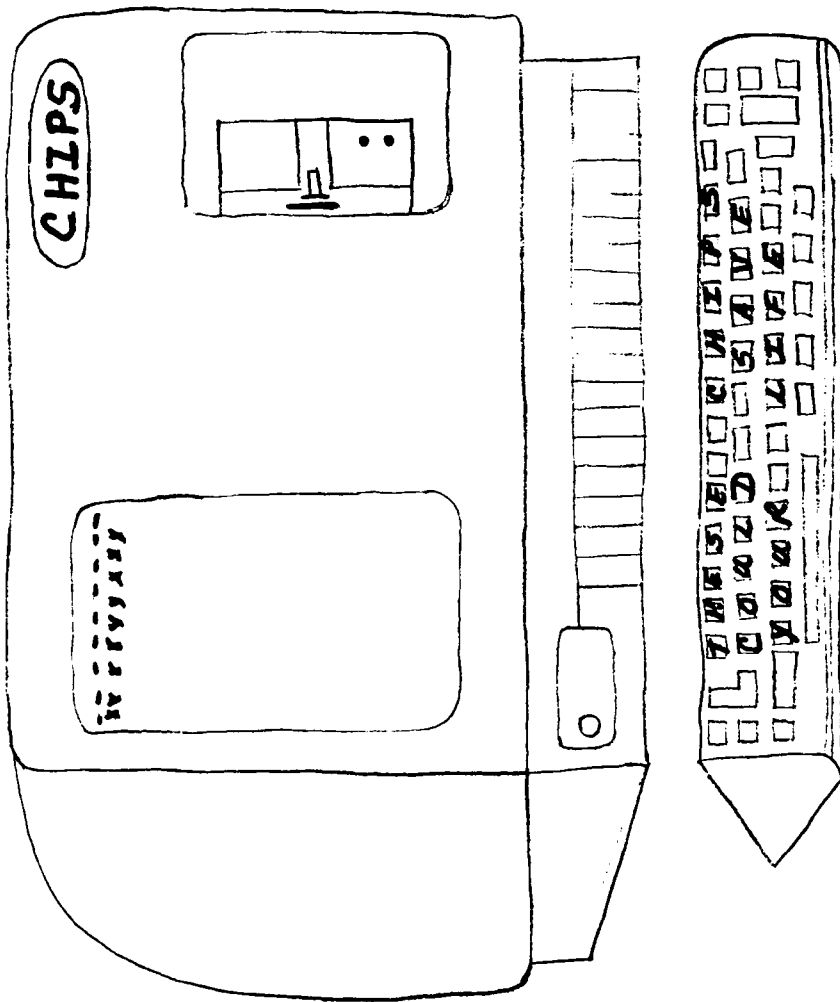
**SEE OTHER SIDE FOR DETAILS**

Appendix G

Top Three (3) Finalists - Name the Computer Contest

# CHIPS

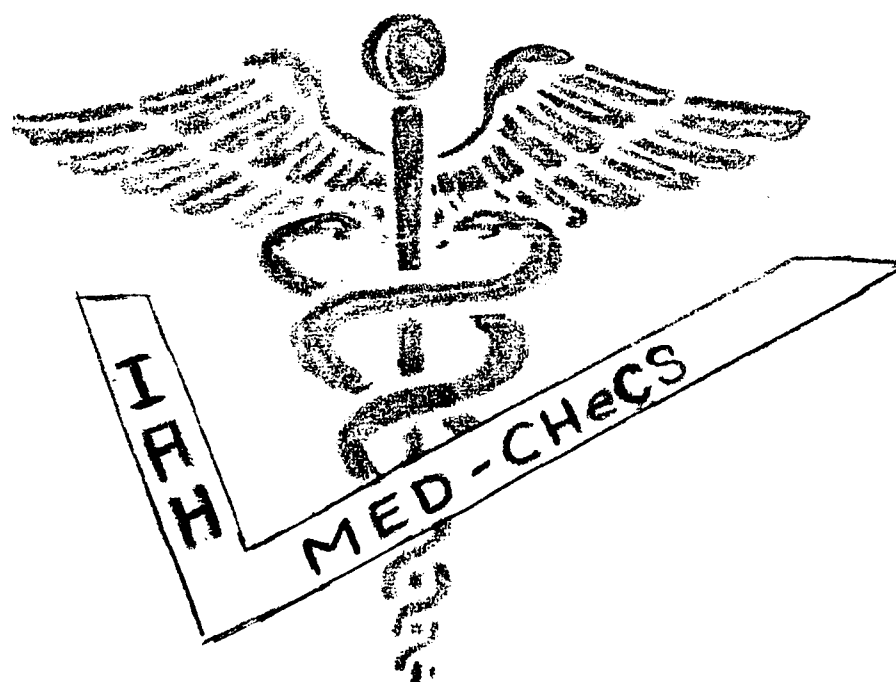
(Composite Healthcare Information Program System)



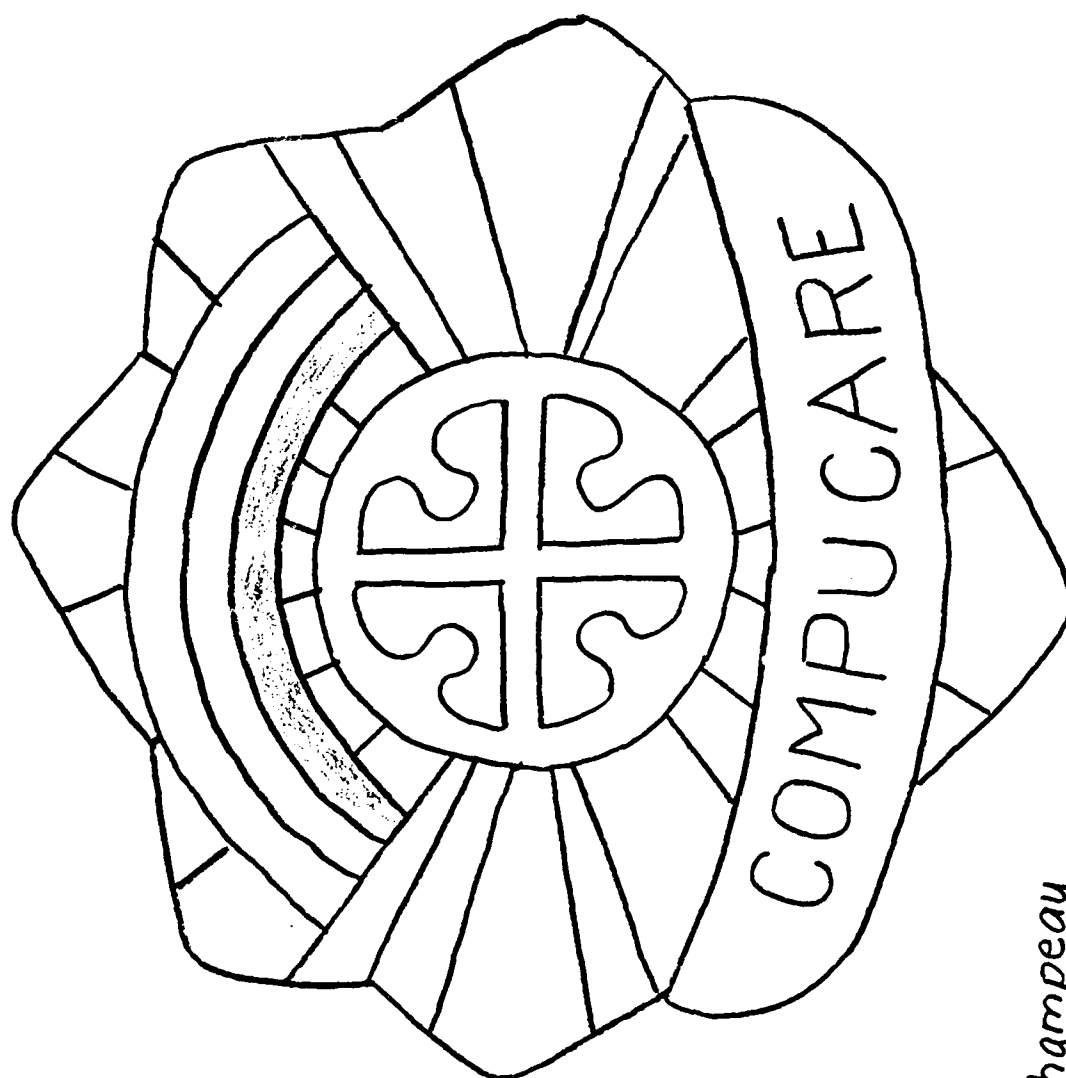
Kathy D. Beard  
Adjutant's Office  
9840



IRELAND ARMY HOSPITAL  
MEDICAL COMPOSITE  
HEALTH CARE SYSTEM



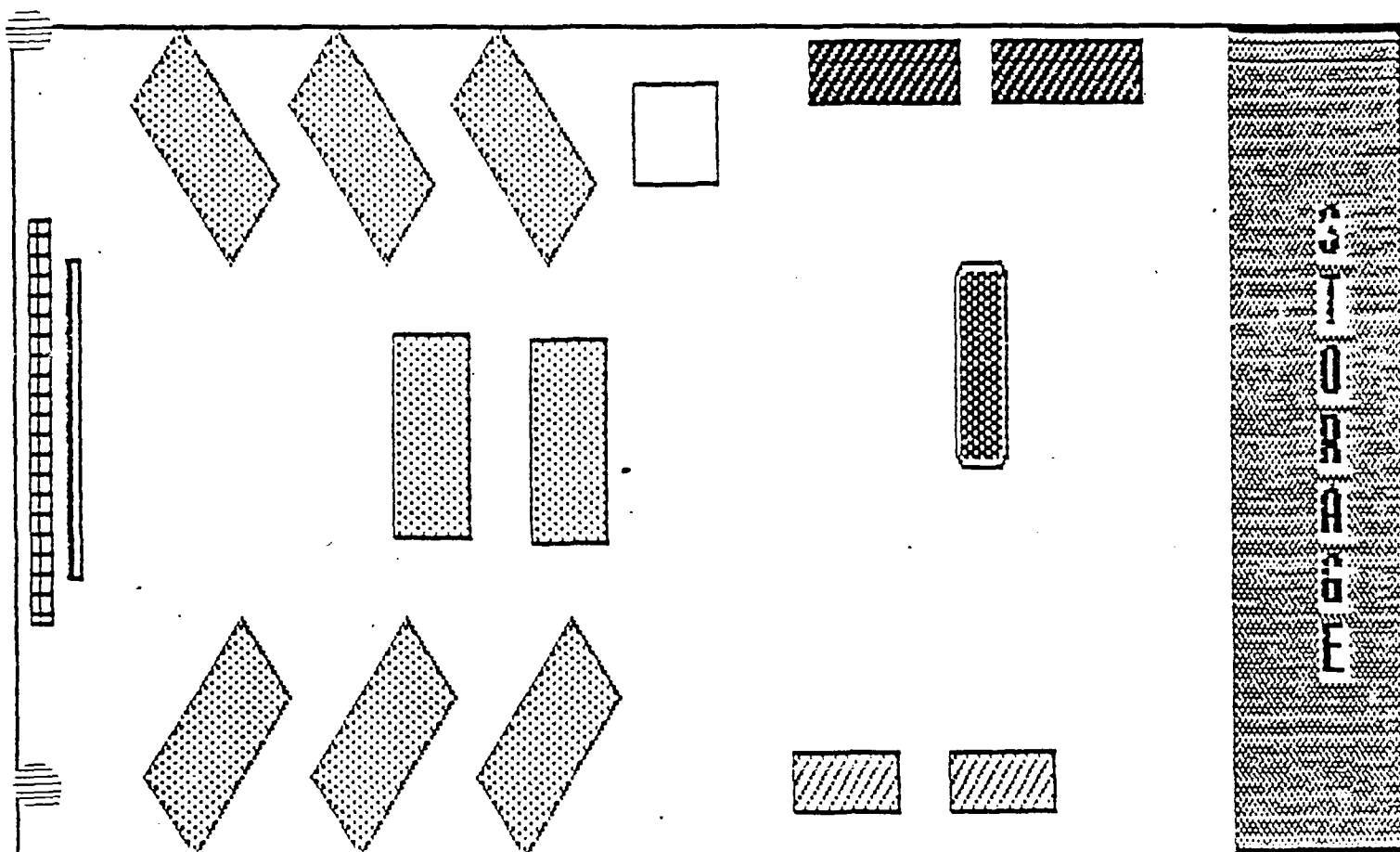
JAMES R. HILL  
LTC, MSC  
Chief, CSD



G-3

SGT William P. Champeau  
Occupational Therapy  
9964

Appendix H  
Training Room Floor Plans



TRAINEE'S  
DESK



TRAINER'S  
DESK



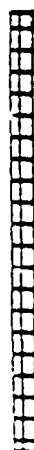
LINE PRINTER



BOOK CASES



DROP  
SCREEN



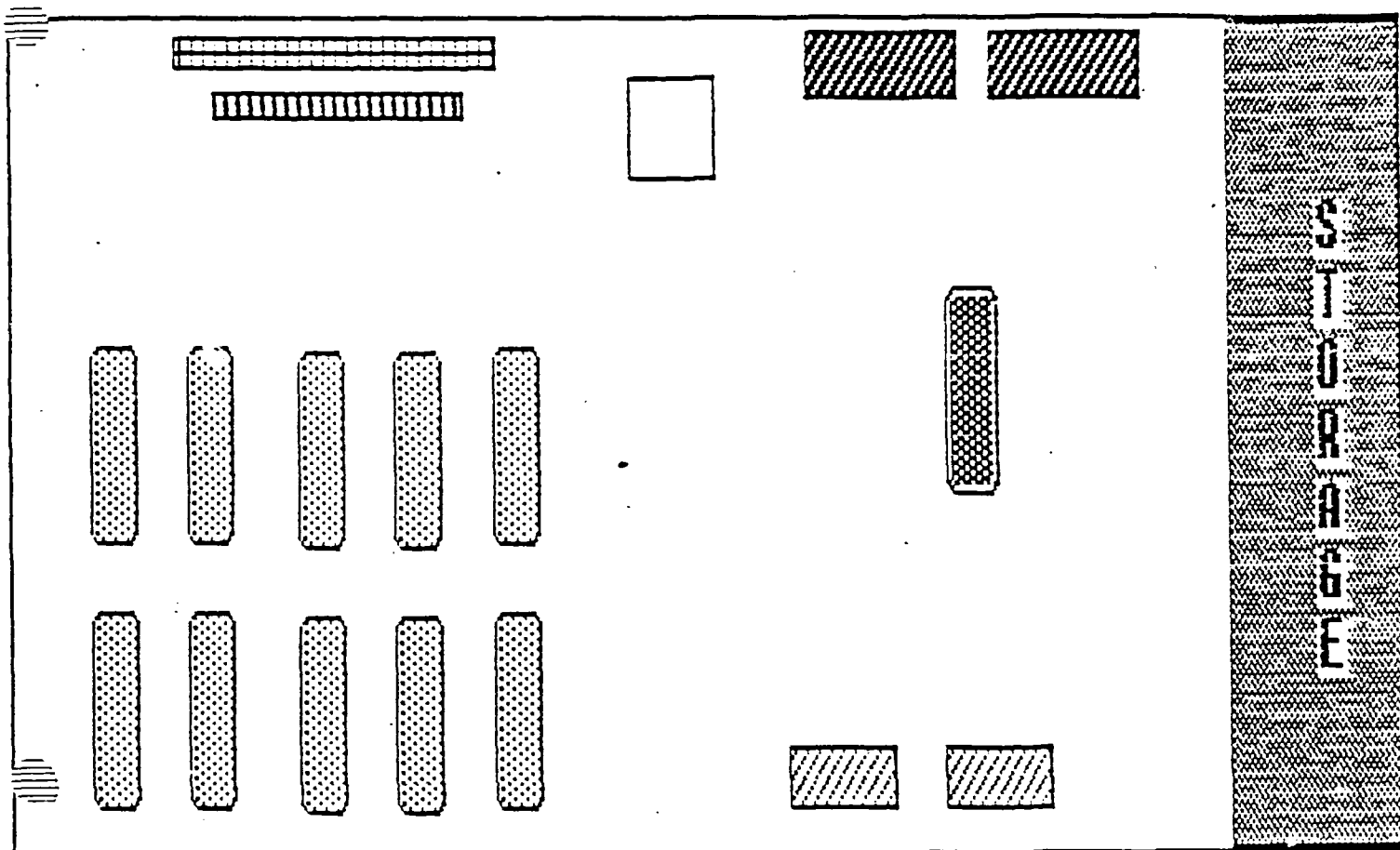
ERASABLE  
SURFACE  
BOARD

(mounted behind  
drop screen)



MOVABLE  
AUDIO/VISUAL  
STAND

Training Room for 8 trainees,  
storage and trainer.



TRAINEE'S  
DESK



TRAINER'S  
DESK



LINE PRINTER



BOOK CASES

DROP  
SCREEN



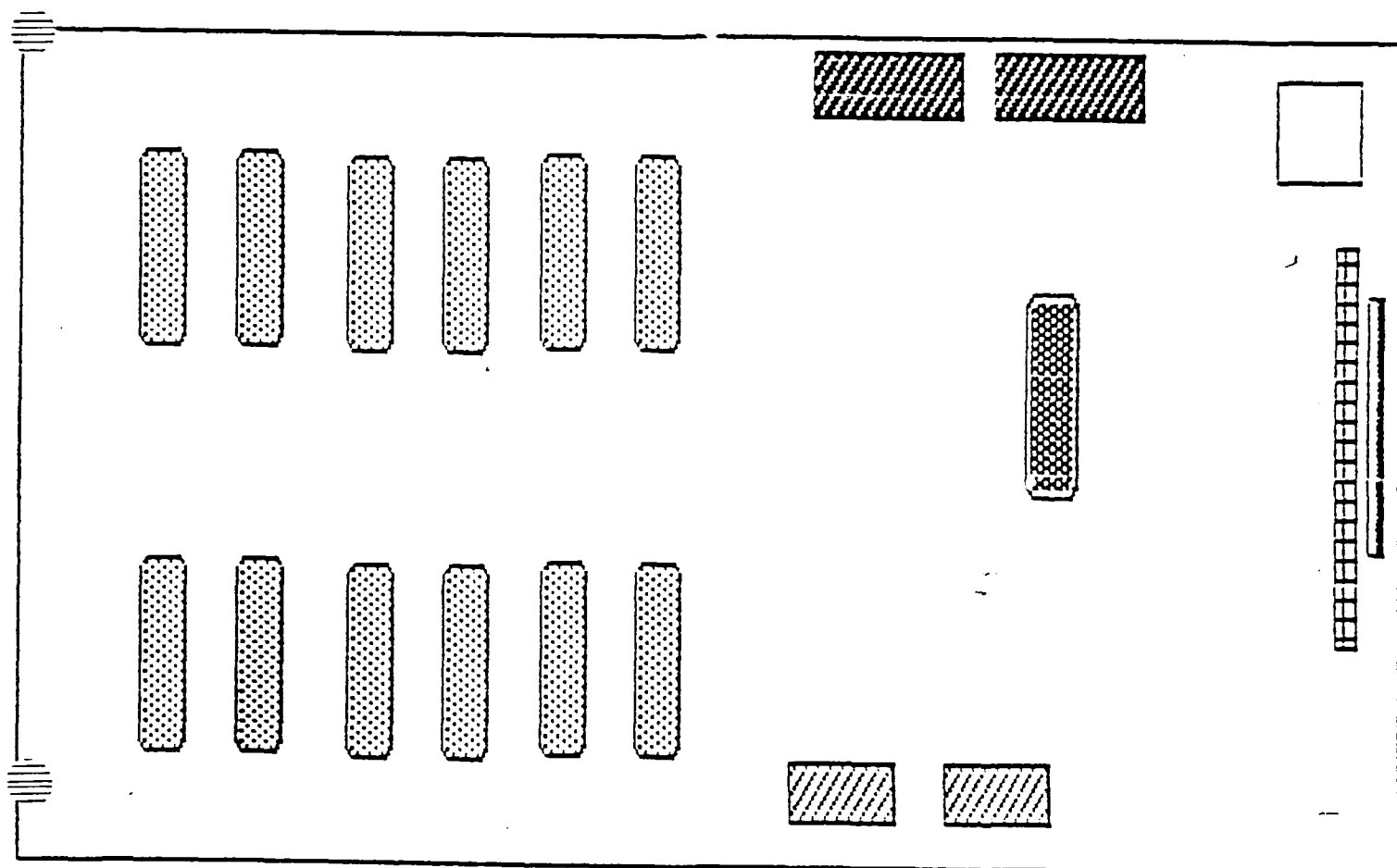
ERASABLE  
SURFACE  
BOARD

(mounted behind  
drop screen)



MOVABLE  
AUDIO/VISUAL  
STAND

Training Room for 10 trainees,  
storage and trainer.



TRAINEE'S  
DESK



TRAINER'S  
DESK



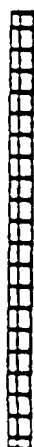
LINE PRINTER



BOOK CASES



DROP  
SCREEN



ERASABLE  
SURFACE  
BOARD

(mounted behind  
drop screen)



MOVABLE  
AUDIO/VISUAL  
STAND

Training Room for 12 trainees  
and trainer.

Appendix I  
CHIPS Reflective Dot

**CHIPS**



Appendix J  
Fort Knox Population Served

FORT KNOX POPULATION SERVED  
AS OF 30 JUN 1987

ON-POST POPULATION.....	37,432
Garrison Assigned - TDA.....	(6,170)
STRAF MTDE and GSP MTDE.....	(5,629)
Other Military Personnel (Tenant Command, Intransit, Processing, etc.).....	(2,627)
Students and Trainees.....	(4,001)
Civil Service Personnel.....	(5,150)
Non-Civil Service Personnel.....	(2,947)
Military Family Members.....	(10,908)
OFF-POST POPULATION.....	87,165
Reserve Personnel (100th Div, 125th ARCOM).....	(6,218)
Military Family Members of Active Duty Army and Retires (estimated).....	(52,660)
Retired Military Personnel.....	(28,287)
TOTAL POPULATION SERVED.....	124,597

Appendix K  
Pharmacy Registration Flyer



## PHARMACY PATIENTS



THE HOSPITAL IS INSTALLING A NEW COMPUTER SYSTEM. IN ORDER TO SERVE YOU BETTER, IT WILL BE NECESSARY FOR YOU TO REGISTER IN THE SYSTEM BEFORE YOU TURN-IN A PRESCRIPTION. THIS SYSTEM SHOULD NOT BE CONFUSED WITH DEERS. YOU CAN REGISTER AT THE OUTPATIENT LOBBY INFORMATION DESK NEXT TO THE PHARMACY. ONLY A MINIMUM AMOUNT OF INFORMATION WILL BE REQUIRED. YOU WILL ONLY NEED TO REGISTER ONCE. WE THANK YOU FOR YOUR COOPERATION.



## PHARMACY PATIENTS



THE HOSPITAL IS INSTALLING A NEW COMPUTER SYSTEM. IN ORDER TO SERVE YOU BETTER, IT WILL BE NECESSARY FOR YOU TO REGISTER IN THE SYSTEM BEFORE YOU TURN-IN A PRESCRIPTION. THIS SYSTEM SHOULD NOT BE CONFUSED WITH DEERS. YOU CAN REGISTER AT THE OUTPATIENT LOBBY INFORMATION DESK NEXT TO THE PHARMACY. ONLY A MINIMUM AMOUNT OF INFORMATION WILL BE REQUIRED. YOU WILL ONLY NEED TO REGISTER ONCE. WE THANK YOU FOR YOUR COOPERATION.

Appendix L  
Newspaper Article

# DoD using Ireland as one of four test sites for computer contracts

By Sp4 MIKE HAGBURG  
Inside the turret staff writer

The first unit of what will be the Army's most advanced hospital computer system has arrived at Fort Knox and will soon be installed at Ireland Army Community Hospital.

The computer system is being installed as part of a Department of Defense operational test, said Lt. Col. James Hill, chief of the Clinical Support Division at Ireland Hospital. It is one of four such systems that will be tested at DoD installations to determine the winner of the DoD hospital computer contract.

Four corporations are vying to win this contract, according to Hill. Systems will be installed by McDonnell-Douglas at Camp Lejeune Marine Base, by Technicon at Charleston Naval Base, by Travenel at Sheppard Air Force Base and by Science Applications International Corporation (SAIC) at Knox.

"The contractors will be evaluated from Sept. 1 until the end of November and then one contractor will be chosen from the four sometime in January, 1988," said Hill.

The winning contractor will then test its system in 13 'beta' sites throughout DoD.

"If the system passes this test it will be employed in some 700 DoD facilities," said Hill. "It's a large project—the final contract will amount to about \$1.2 billion."

Hill believes the system will 'significant' improve the quality of medical care at Ireland Hospital.

"It's a hospital information system that will work to assist the providers (doctors, nurses, and technicians) in taking care of paperwork functions in a more orderly, faster way," said Hill. "It cuts down the amount of paperwork they have to write, so they can spend more time with patients."

"It's a composite health care system that will take all the hospital's areas—pharmacy, lab, radiology, nursing, patient appointments—and tie them together."

The system will provide doctors with easier access to patient information, simplify preparing records and reports, and make ordering clinical and diagnostic

See COMPUTER, page 12A

# Inside the Turret

## Computer

(Continued from page 1A)

services more efficient.

"Currently, if a doctor wants to write a prescription for a patient, he has to write it out, put all the necessary information on it, and give it to the patient," said Hill. "The doctor then documents the prescription in the patient's records and the patient takes it down to pharmacy."

"The pharmacist then takes it, determines all proper instructions, fills it, labels it and gives it to the patient."

The new computer, however, will streamline this process.

"In the system we're developing, the physician will enter the prescription he wants into the computer," said Hill. "It will automatically go into the patient's records and will be sent to the pharmacy."

"The computer will print a label and count out the pills. It will do an allergy check to make sure the patient isn't allergic to the medication, give all special

instructions, and do a dosage check to assure that the dosage prescribed is within the parameters of the drug.

"All the pharmacy will have to do is fill the bottle and put the label on it. It should be almost ready by the time the patient gets down to the pharmacy."

Ireland Hospital, installation staff, and SAIC have been working closely to get the system up and running, according to Hill. It should be completely operational by Sept. 1.

"The contractor has the major responsibility for coming in, installing, training and making the system work," said Hill. "Our ultimate goal is to develop a system that helps the hospital take better care of its patients."

"The system is a forerunner of what hospital computer systems—military and civilian—are going to be like in the 1990s. But we're going to have it now."